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The report examines patron characteristics and use patterns of the New York Public Library Research Libraries. A general user survey was conducted as well as surveys of the use of the Photographic Service, Special Collections, Special Study Areas, and Reference Correspondence Service. Chapter I is a summary of principal findings and conclusions. Chapter II covers the status, academic affiliation, occupational fields, educational level, and place of residence and employment of the patrons. Chapter III discusses the use of the Research Libraries including divisions used, frequency and intensity of use, purpose of visits to the Research Libraries, materials sought and used, libraries used previously, and usefulness of resources. Chapter IV covers the effects of patron characteristics on the use of the Research Libraries. Projections for future use are given in Chapter V. The appendices include extensive descriptions of the five surveys, copies of the user questionnaires, and a study of seasonal variations in use. (CC)

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USER SURVEY OF
THE NEW YORK PUBLIC LIBRARY
RESEARCH LIBRARIES

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USER SURVEY OF
THE NEW YORK PUBLIC LIBRARY
RESEARCH LIBRARIES

Nelson Associates, Incorporated

January 1969

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January 17, 1969

Miss Jean L. Connor, Director
Division of Library Development
The New York State Library
Albany, New York 12224

Dear Miss Connor:

We are pleased to submit herewith our report on the patrons and their uses of The New York Public Library Research Libraries. This study encompasses five of the Libraries' major service areas--the general reference collections, the Photographic Service, the Special Collections, the Special Study Areas, and daily correspondence requiring a reference search. We hope that this report will be useful in planning the future role of The Research Libraries in the State's Reference and Research Resources program.

We would like to express our gratitude to the staff at The Research Libraries who assisted us in setting up and carrying out the various surveys, and are indebted to all of the patrons who provided us with information on questionnaires and in interviews.

Very truly yours,

Nelson Associates

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PREFACE

The Research Libraries of The New York Public Library house one of the greatest book, periodical and special collections in existence. Along with the Library of Congress, the Biblioteque Nationale and the British Museum, they are ranked as "one of the four great library institutions of the world."[1] The Research Collections stem from the Astor Library, founded with the bequest of John Jacob Astor the year after his death in 1848; the Lenox Library, founded by James Lenox in 1870, ten years before his death; and the Tilden Trust, formed a year after the death of Samuel J. Tilden in 1886. In 1895 these three bequests were consolidated in the name of The New York Public Library, Astor, Lenox and Tilden Foundations. Although privately endowed, The Research Libraries and the Library of Congress are the only major resource collections in this country that are not restricted in use and are open to all scholars and researchers. Locally, The Research Libraries serve as a major reference and research resource for the State of New York.

In their collections, The Research Libraries have 4 3/4 million books, third only to the Library of Congress and Harvard University. In addition the Libraries have 13 million manuscripts, maps, prints, phonograph records, broadsides and microcopies. At present, 100,000 books are being added each year; 25,000 journal and periodical titles are received; and, government publications and other pamphlets are regularly acquired.[2] William K. Zinsser, in his Search and Research, states that,

> ". . . it is this passion for collecting everything and discarding nothing that has made the Library a supreme research resource. The collections are a tribute to a scholarly bibliographical staff and to those laymen who in so many cases have made the Library the beneficiary of the fruits of their collecting instincts."[3]

Although it is generally agreed that The Research Libraries are among the greatest in the world, little is known about the nature and intent of the research activities which are supported by these libraries or the kinds of patrons that utilize their services. In view of this, the New York State Library commissioned a survey to answer the following questions:

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[1] 1958 Report of the Commissioner of Education's Committee on Public Library Service, cited in Freehafer, Edward G., "The Private Affairs of The 'Public Library'", The Bookmark, July 1968, p. 385.

[2] Freehafer, Edward G., "The Private Affairs of the 'Public Library'", The Bookmark, July 1968, p. 385.

[3] Ibid. p. 386.

1) How many people utilize each of the informational resources of The Research Libraries?

2) In what capacity do these individuals use The Research Libraries?

3) Which subject areas and what types of materials are utilized?

4) What kinds of activities do The Research Libraries' collections and services contribute to or support?

5) Where do the users come from and how frequently do they utilize the collections and/or services of The Research Libraries?

6) To what extent do these individuals rely on The Research Libraries, as against other libraries in the state, for their informational needs?

7) What implications do the answers to these questions have for the present and future role of The Research Libraries in the state's Reference and Research Resources program?

The present survey investigates five of the major services offered by the Libraries--use of their Reference Collections, Photographic Service, Special Collections, Special Study Areas, and the Libraries' Reference Correspondence Service. The Telephone Reference Service was not included because the respective responsibilities of The Research Libraries and The Branch Libraries for telephone reference were being reorganized during the time this study was being conducted. A summary of major findings and conclusions is included in Chapter I. Chapter II presents a comparative survey of the patrons who use each of the five services studied. The different patterns of use of these services is given in Chapter III. The relationship between patron characteristics and usage of the Libraries is discussed in Chapter IV. Chapter V includes projections for the future use of the Research Collections and the Photographic Service.

Because of the uniqueness of each of the services studied, the data gathered from the five separate inquiries are presented in the appendices. Appendix A develops a profile of the general user of The Research Libraries. These data were obtained from a questionnaire distributed to patrons in the spring, summer, and fall of 1968 who visited the collections at 42nd Street, Lincoln Center and The Annex. A report on the users of the photocopy and microfilm services, and an analysis of the "level and uniqueness of the material copied are set forth in Appendix B. Data were collected by means of two questionnaires, distributed in three seasonal periods, and by an examination of the orders requesting material on survey dates during the spring sample. Appendix C discusses the daily correspondence requiring reference search. A questionnaire was sent to those people who had written during the survey periods, and whose requests were filled, to determine a profile of the correspondents and their purposes in requesting information. Appendix C includes an analysis of the amount and kind of staff effort required to process these requests. Appendix D deals with the users of the Special Collections--the Arents Tobacco Collection, the Arents Collection of Books in Parts, the Spencer Collection of Illustrated Books and Manuscripts, the Berg Collection of English and American Literature, the Rare Book Division, the Prints Division and the Manuscript Division. Information on these users was obtained through a questionnaire sent to a sample of those individuals whose applications for permission to use any of the Special Collections were approved during the twelve months from July 1967 to July 1968. In addition, interviews were conducted with a number of current users. Data on the users of the two special study areas--the Allen Room and the Wertheim Room--are presented in Appendix E. All users of these rooms during a twelve-month period were sent a questionnaire and follow-up interviews were held with a number of these patrons.

The surveys undertaken for this study concentrate on the patron characteristics and use patterns for only one part of The New York Public Library--The Research Libraries. The Branch Libraries were not included (although a few data collected as part of the present study relate to portions of The Branch Libraries' operations) and the findings reported here are not representative of all users of The New York Public Library, but rather, only of The Research Libraries.

In addition, it should be noted that all of the data presented in this report deal only with those patrons who completed and returned the several questionnaires or who were willing to be interviewed. Since no data on the non-responding persons who use the Libraries are available, it would be unwise to assume that the respondents necessarily possess the same characteristics and exercise the same patterns of use as the non-responding patrons. Consequently, the findings and conclusions which follow are limited by the fact that they are based on information gathered only from patrons willing to respond to the various inquiries that were made.

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Chapter I

FINDINGS AND CONCLUSIONS

This report discusses patron characteristics and use patterns of those individuals who use The New York Public Library Research Libraries. The primary objective of Nelson Associates' assignment was to ascertain who the Libraries' patrons are, why these persons visit or write The Research Libraries, and what use they make of the resources. The findings and conclusions presented herein are based on five component surveys of this study of The New York Public Library Research Libraries: the general user survey, the Photographic Service survey, reference letters survey, Special Collections survey, and Special Study Areas survey.

The majority of general users, reference letter patrons, and users of the Special Collections are directly connected with the academic world as students, college or university faculty, or schoolteachers. In contrast, users of the photo mail service are predominantly in the business world, while the majority of those utilizing the photo walk-in service are about equally divided between academic and business categories. Most of the individuals using one of the Special Study Areas are professional writers or college professors.

The majority of the Libraries' patrons identify their occupational field as the humanities or business and commerce, with two exceptions: 48% of the photo mail patrons are in science and 29% of the reference letter patrons are in the creative arts. Individuals in administration, law and "other" fields account for a minority of all users.

The users of The Research Libraries exhibit a high level of formal academic achievement. Although the majority of general users hold bachelor's degrees or higher degrees (68%), even more of the patrons of the photo mail (95%), photo walk-in (80%), Special Collections (89%), and Special Study Areas (94%) have bachelor's degrees or above. Many of the general users and photo walk-in patrons who do not have bachelor's degrees are college students engaged in a degree course of study.

The high scholarly level of patrons using the Special Collections and the Special Study Areas is attested to by the fact that almost one-fifth of these users have fellowships or grants for their current research projects. Moreover, two-fifths of the individuals using the Special Collections have published and almost 90% of the Special Study Areas' users have had at least one work published.

The available data indicate that proximity is a variable influencing patronage--the closer a person lives or works to The Research Libraries, the more likely he is to patronize the Libraries in person to fill his needs (general users and photo walk-in); the farther away a person lives or works the more likely he is to utilize the services available by mail (photo mail and reference letters).

More than half the general users and users of the photo walk-in service were aware that private benefactions are the Libraries' major source of support while proportionately fewer of the patrons of the photo mail (37%) and reference letter service (44%) knew the fact.

Two-fifths or more of the general users and patrons of the photo mail service, Special Collections and Special Study Areas use the Libraries' resources regularly and frequently (i.e., more than once a month). Users of the photo walk-in service and the reference letter service are more likely to be individuals who are availing themselves of these services for the first or second time.

The more specialized the service being used in The Research Libraries, the more likely it is that the patron's visit will be an extended one. One-quarter of the general users spent no more than one hour in The Research Libraries while only 8% of Special Collections' patrons and no one using the Special Study Areas visited for just an hour or less. In contrast, more than half the patrons of the Special Study Areas spent four or more hours during their visit; 27% of those in the Special Collections did so; but only 14% of the general users made such extended visits.

The largest single group of general users and reference letter patrons came to The Research Libraries in order to pursue academic work, while the majority of users of the Photographic Service (whether walk-in or mail) were ordering photocopies for job-related purposes. Half the users of the Special Collections indicated that the purpose of their current study was research for publication, and the remaining users were almost equally divided between researching theses and "other research."

Most people using The Research Libraries do not come to "browse." The available data from the general user and photo walk-in surveys indicate that the majority of these patrons came to The Research Libraries seeking a particular title or particular author's work. Necessarily, users writing in to the photo mail and reference letter services must specify precisely what items are needed so that their requests can be answered.

General users and patrons of the photo walk-in service, Special Collections and Special Study Areas reported heavy use of books and monographs, and periodicals. Extensive use of manuscripts was indicated by patrons of the Special Collections.

Most patrons of the Special Collections and the reference letter service had tried to find the materials they were seeking at one or more other libraries before trying The Research Libraries. The majority of general users as well as patrons of both components of the Photographic Service came directly to The Research Libraries without trying elsewhere.

About one-tenth of the general users and patrons of the photo walk-in service had attempted to get the needed materials through interlibrary loan before coming to The Research Libraries, while a third of the photo mail patrons had done so.

General users and photo walk-in patrons indicated that most of their attempts to locate the needed materials at other libraries had been directed at a "public library in New York City" or "college or university library." Photo mail and reference letter patrons most often checked "other unspecified libraries" and "college or university library." More than half of the patrons of the Special Collections had at least tried libraries in New York City and other large proportions had tried libraries in Washington, D. C. (19%), Massachusetts (18%), Connecticut (14%), non-metropolitan New York and New Jersey (13%), all other states not named (22%) and foreign countries (12%).

Respondents to the general user and photo walk-in surveys were asked why they had consulted a librarian at The Research Libraries if they had found it necessary to seek such assistance. The majority of general users reported that they needed guidance in finding materials appropriate to the subject. The largest single group of photo walk-in patrons (44%) sought aid in finding specific materials.

The vast majority of patrons found the resources and staff assistance available at The Research Libraries useful or extremely useful. The small minority who found the staff and materials not useful tended to be using the more general rather than the specialized services of The Research Libraries.

The remainder of Chapter I is divided into two parts. Part I lists the principal findings of each of the five separate surveys included in this study. Part II outlines the major conclusions that these findings appear to justify.

Part I

SUMMARY OF PRINCIPAL FINDINGS

The section which follows outlines the major findings from each of the five surveys comprising this study of The New York Public Library Research Libraries.

THE GENERAL USER SURVEY

In order to gain information about those persons who visited The Research Libraries and made use of the general collections, a questionnaire was distributed to every person entering any one of the research divisions during three periods of seven days each in the spring, summer, and fall of 1968. The data which follow are taken from 5,500 returned questionnaires which have been weighted to approximate the 19,537 completed questionnaires that were actually received during the survey.

Patron Characteristics

F1. *Almost half of the respondents were directly connected with the academic world* as students (36%), college or university faculty members (7%) or schoolteachers (5%). An additional 24% reported that they were employed by a private firm, while 10% indicated that they were self-employed professionals. The remainder gave their patron status as retired or unemployed (6%), employed by a non-profit organization (5%), "other" (4%), proprietor of own business (2%), housewife (1%) or member of the Armed Forces (0.3%).

F2. Students and faculty were asked to indicate the college or university with which they were associated. *Institutional affiliation was almost equally divided among (1) City University of New York (CUNY) and State University of New York (SUNY); (2) six selected private institutions (Columbia, Fordham, Long Island University [L.I.U.], New York University [N.Y.U.], Rutgers and St. John's); and (3) all other institutions.* Of the total sample, 13% of the respondents were affiliated with CUNY and SUNY, 12% with the specified private schools, and 12% with all other schools.

F3. *The vast majority of students and faculty associated with public institutions in New York State were at CUNY.* Considering only those respondents who were attending or teaching at publicly supported schools, 95% reported that they were at CUNY. The remaining 5% were associated with SUNY.

F4. *The majority of students and faculty affiliated with the six specified private schools were associated with Columbia and N.Y.U.* Considering just those respondents who were attending or teaching at one of these six schools, 45% were associated with N.Y.U. and 29% with Columbia.

F5. *Of the students who responded, 84% were pursuing their studies full-time while 16% were undertaking part-time courses of study.*

F6. *Students who classified themselves as "commuters" comprised 74% of the sample, while those classifying themselves as "residents" represented 26%.*

F7. Students and faculty were asked to indicate whether their own college library or The Research Libraries were more convenient, and which they used more often. *More than half (55%) reported that their college library was more convenient and 16% indicated that it was equally as convenient as The Research Libraries. The remaining 29% found The Research Libraries more convenient.*

F8. *Even though 55% of the responding students and faculty reported that their own college library was more convenient, only 37% use it more frequently than The Research Libraries.* An equal proportion (37%) use The Research Libraries more frequently while 26% use both equally often.

F9. *Of the students using the Libraries, the largest single group had not yet completed their bachelor's degree.* Of those responding, 43% were working toward a bachelor's degree, 23% toward a master's degree, 19% toward a doctorate, 6% toward a professional degree, and 4% toward an associate degree. Six percent noted that they were aiming toward "none of the above."

F10. *The majority of all responding patrons had occupations in the fields of the humanities (26%) or in the field of business and commerce (25%).* Of the remaining, 14% indicated that they were in creative arts, 13% in sciences, 11% in social sciences, 6% in administration, 4% in law and 3% in "other."

F11. *A majority of the patrons held a bachelor's degree or above.* More than one-third (36%) had completed the bachelor's while almost a fifth (18%) had completed the master's. Professional degrees and doctorates were each held by 7% of those responding, while 5% held an associate degree. More than one-fourth (28%) of all respondents reported that they held "none of the above" degrees. Presumably a great number of these are people who have not yet completed their present degree course of study or are high school students.

F12. *The vast majority of patrons live in the New York metropolitan area.* Almost three-quarters (74%) of the responding patrons indicated that they resided in one of the five boroughs of New York City. When the metropolitan area is extended to include Westchester, Nassau and Suffolk Counties, and the New Jersey metropolitan area, this percentage increases to 89%.

F13. *An even greater majority of patrons than live in the five boroughs of New York City work there.* Four-fifths (80%) of the responding patrons indicated that they were employed in one of the five boroughs of New York City. This percentage rises to 88% when West chester, Nassau and Suffolk Counties, and metropolitan New Jersey are added to the New York metropolitan area.

F14. *A slight majority of respondents (56%) indicated that they knew that private benefactors are the Libraries' major source of financial support.*

Patterns of Use

F15. *Thirteen percent of those patrons who responded to the questionnaire indicated that they had completed a questionnaire on a previous visit to the Libraries.*

F16. *More than two-fifths of the responding patrons visit the Libraries more than once a month.* Daily visits (or several times a week) were reported by 15% of the respondents. More than a fourth (29%) reported that they come to the Libraries weekly or several times a month. Twenty percent come about once a month while 23% come less often than once a month. For about 14% of the responding patrons this was their first or second visit to The New York Public Library Research Libraries.

F17. *The majority of patrons visit the Libraries in the afternoon.* Of those responding to the question, 56% of the patrons reported that they had used the Libraries in the afternoon, 32% in the morning and 11% in the evening.

F18. *Sixty percent of the users of The Research Libraries made visits lasting from one to four hours.* Half of these patrons reported that their visit to the Libraries had lasted from two to four hours, while the other half had spent one to two hours there. Twenty-three percent were in the Libraries for 15 minutes to an hour; 14% were there for more than four hours. Two percent spent less than 15 minutes in The Research Libraries.

F19. Those patrons who completed the questionnaire were asked to indicate the purpose of their visit to the Libraries. *The majority came to undertake academic projects.* Of those responding, 44% had come to pursue academic work and 32% had come for a job-related purpose--19% to undertake a specific project connected with work and 13% to locate general material related to work (personal advancement, professional browsing, etc.). In addition, 25% had come to pursue a personal interest and 14% were engaged in individual research not connected with a job.

F20. *Of the academic users (i.e., students and faculty) who were using the Libraries, almost two-thirds were doing work connected with obtaining a degree.* Twenty-six percent were engaged in preparation for a bachelor's degree, 18% for a master's degree, 16% for a doctorate, 4% for an associate's degree and 2% for a professional degree. About 19% of these academic patrons were engaged in research that was not connected with obtaining a degree while 2% were doing work connected with teaching. The remaining 15% of academic users indicated their purpose was "none of the above."

F21. *The majority (58%) of the users of The Research Libraries came for a specific item.* Another 39% came to find material on a particular subject but were uncertain as to the specific title or author. Seven percent had neither a specific title nor subject in mind upon their arrival at the Libraries. Five percent of the respondents indicated that they had come for both a specific title or author and material on a specific subject.

F22. *Books and monographs were the most heavily used items.* Fifty-eight percent of those responding indicated that during their visit to the Libraries they used books and monographs, while 38% utilized periodicals. There was much less extensive use of other types of materials which included: government publications (7%), pamphlets (6%), newspapers and clippings (6%), microfilm (5%), pictures and prints (2%), maps (2%), manuscripts (2%), music scores (2%), phonograph records (1%), photographs (1%), posters and playbills (1%). Forty-four percent of the responding patrons used the card catalog.

F23. *Most patrons (65%) do not try other libraries for needed materials before coming to The Research Libraries.* Twenty percent of the patrons tried one other library, 9% tried two, 3% tried three and 3% tried four or more.

F24. *Ten percent of the responding patrons who had tried another library had tried to obtain the needed materials through interlibrary loan.*

F25. Those patrons who had tried other libraries were asked to report where they had searched. *Almost half (48%) reported that they had tried to find the needed material at one or more public libraries in New York City before coming to The New York Public Library Research Libraries.* Forty-three percent indicated that they had searched at a college or university library. Fifteen percent had been to public libraries outside of the five boroughs. Seven percent had tried special business, law or other research libraries. Community college libraries had been searched by 2% of the respondents, while 15% had tried libraries other than those specified on the questionnaire.

Libraries' Services

F26. *Of those completing the questionnaire, half found it necessary to consult with a librarian.* Of these, 51% asked for guidance on where to find appropriate materials. Twenty-one percent needed the answer to a particular reference question, 20% requested aid in using the card catalog or other guides, and 16% needed advice on how to find listings of appropriate material. Twenty-two percent of the patrons responding to this question asked for some other kind of assistance.

F27. *The overwhelming majority of those respondents who consulted a staff member found his or her aid useful.* About 49% characterized his aid as "extremely useful" while 35% found it "useful." Another 9% indicated that the help of the library staff was "partially useful." Four percent did not find the staff's help useful while 4% had "no opinion."

F28. *The overwhelming majority of respondents reported that the materials they had used were useful.* More than half (52%) of all patrons indicated that these materials were "extremely useful" while a third (32%) characterized them as being "useful." Ten percent found their materials "partially useful" while for about 3% of the respondents they were "not useful." Three percent of the respondents had "no opinion" on the usefulness of the materials.

THE PHOTOGRAPHIC SERVICE SURVEY

Two separate questionnaires were designed to collect data on users of the Photographic Service--one for patrons who made a visit to the Libraries and personally picked up their photocopied material; another for those who received the requested items by mail. In both cases, questionnaires were distributed to patrons during three periods of six days each in the spring, summer and fall of 1968. The data which follow are based on 1,011 photo walk-in and 843 photo mail questionnaires received during the survey. In addition, information gained through an examination of all orders placed during the spring sample is summarized below.

To facilitate comparison of these data, findings from questions asked in both studies are presented in succession. In these instances, the information for the photo walk-in survey is given first (i.e., F29a) while the comparable data from the photo mail study follow (i.e., F29b).

Patron Characteristics

F29a. *More than a third of the photo walk-in respondents are connected with the academic world as students (24%), university faculty members (9%) or schoolteachers (4%) while another third (31%) are employed by a private firm.* Fourteen percent indicated that they were self-employed professionals. The remainder classified themselves as employed by non-profit organization (6%), proprietor of own business (3%), housewife (3%), government employee (2%), retired or unemployed (2%), "other" (2%), or member of the Armed Forces (0.2%).

F29b. *The vast majority of photo mail patrons classified themselves as "employed by private company or firm" (69%).* Twelve percent of the patrons were involved in education (3% student, 8% faculty, 1% schoolteacher). Seven percent were self-employed professionals, 6% were employed by the government, 3% by non-profit organizations, and 2% were proprietors. The remaining four categories each accounted for less than 1% of the total: housewife (0.8%), "other" (0.5%), retired or unemployed (0.4%) and member of the Armed Forces (0.1%).

F30a. *More than two-fifths of the responding photo walk-in patrons had an advanced degree above the bachelor's.* Twelve percent had a doctorate, 23% a master's degree in arts and sciences, and 10% a professional degree. Slightly over one-third (36%) had earned a bachelor's degree while 5% had an associate degree and 15% held a degree below community college level.

F30b. *Of the respondents to the photo mail survey, a substantial majority held an advanced degree.* The doctorate had been earned by 28% of these users, a master's degree by 27% and a professional degree by 14%. About one-fourth (27%) had just a bachelor's degree while 2% held an associate degree or community college diploma. The remaining 3% had a degree below the community college level.

F31a. Students and faculty members were asked to identify their college or university affiliation. *Academic users of the photo walk-in service were almost equally divided among the three major categories: CUNY and SUNY; six specified private institutions (Columbia, Fordham, L.I.U., N.Y.U., Rutgers and St. John's); and all other institutions.* Of the total sample, 9% were associated with CUNY and SUNY, 10% were affiliated with the specified privately supported schools and 11% with all others.

F31b. *Among patrons of the photo mail services, more academic users were from all other institutions than from CUNY and SUNY or the six specified private schools.* Of the total sample, 11% were associated with "other" institutions while CUNY and SUNY, and six private institutions each accounted for 1%.

F32. *The vast majority of the photo walk-in students and faculty associated with public institutions were from CUNY.* Considering only those respondents who were attending or teaching at publicly supported universities in New York State, 91% were associated with CUNY and the remaining 9% were from SUNY.

F33. *The vast majority of photo walk-in students and faculty affiliated with one of the six specified private schools were associated with Columbia and N.Y.U.* Considering just those respondents who were teaching or attending at the six institutions named, 47% were associated with N.Y.U. and 32% with Columbia.

F34a. *The vast majority (80%) of students using the photo walk-in service were attending school full-time.*

F34b. *The student respondents to the photo mail survey were almost equally divided between full-time students (47%) and those attending part-time (53%).*

F35. *The majority (65%) of photo walk-in student respondents commuted to school.*

F36. **Academic patrons of the photo walk-in service were asked whether their own college library or The Research Libraries were more convenient.** *Exactly half reported that their university library was more convenient and 18% that it was equally as convenient as The Research Libraries.* **Almost a third (32%) found The Research Libraries more convenient.**

F37. *Even though 50% of the academic patrons of the photo walk-in service report that their university library is more convenient, only 42% use it more frequently than The Research Libraries and 19% use both equally often. The remaining 39% use The Research Libraries more frequently.*

F38a. **Student patrons were asked to indicate what academic degree they were working toward.** *Among those patronizing the photo walk-in service, one-third (33%) were seeking a doctorate, one-quarter (24%) a master's degree and one-tenth (10%) a professional degree.* **Of the remaining students, 28% were expecting to receive a bachelor's degree, 1% an associate degree and 5% were working on "none of the above."**

F38b. *The great majority of the students writing in for photocopy were working on advanced degrees* **with 56% expecting a doctorate and 33% a master's degree. Six percent of the remaining were seeking a bachelor's degree and 4% were working toward "none of the above." No one using the mail service was aiming for a professional or an associate degree.**

F39a. *The majority (68%) of patrons completing the photo walk-in questionnaire reside in one of the five boroughs of New York City.* **When Westchester, Nassau and Suffolk Counties and metropolitan New Jersey are included, this percentage rises to 85%.**

F39b. *The majority (52%) of patrons using the photo mail service live in states other than New York.* **Fifteen percent reside in New York City, 25% in the counties surrounding New York City, and the remaining 8% in upper New York State.**

F40a. *Among photo walk-in respondents, an even greater proportion work in New York City (79%) than live there.* **When the metropolitan area is extended to include Westchester, Nassau, and Suffolk Counties and metropolitan New Jersey, this figure rises to 87%.**

F40b. *For photo mail respondents, exactly one-half work outside of New York State and the New York metropolitan area.* Almost one-fourth (23%) work in New York City and an additional 19% were employed in the surrounding area of Westchester, Nassau and Suffolk Counties and metropolitan New Jersey. The remaining 8% work in upper New York State.

F41a. *More than one-quarter (27%) of the photo walk-in respondents gave their occupational field as the humanities and an additional fifth (22%) were in business and commerce.* Of the remaining, 13% were in the sciences, 12% in the creative arts, 9% in law, 9% in the social sciences, 5% in administration and 3% in "other."

F41b. *Almost half (48%) of the photo mail patrons had an occupation in the sciences.* The second largest category was the humanities with 19% followed by law (12%). Ten percent of the respondents were in business and commerce, 5% in the creative arts, 4% in administration, 3% in the social sciences and less than 1% in "other."

F42a. *A slight majority of the photo walk-in respondents (51%) were aware that private benefactors are the major sources of financial support for The Research Libraries.*

F42b. *When asked whether they knew the Libraries' sources of support, only 37% of the photo mail respondents answered correctly.*

F43. *Eighty-seven percent of the photo mail respondents were patrons who had access to a deposit or billing account.*

Patterns of Use

F44a. *Nine percent of the photo walk-in respondents reported that they completed more than one questionnaire during the three sampling periods.*

F44b. *Ten percent of the photo mail respondents completed more than one questionnaire.*

F45a. *Slightly more than a quarter of the walk-in patrons use the Photographic Service often and regularly--i.e., more than once a month.* Of the regular users, 12% requested photocopies weekly or several times a month while 6% placed orders daily or several times a week. Half (51%) of the respondents were using the photo service for the first or second time, 13% use it about once a month while 19% use it less often.

F45b. *Two-fifths of the photo mail patrons (39%) are regular users* (i.e., order material to be copied daily or weekly). Twenty percent were first-time users. Twenty-two percent use the service monthly, and 19% use it less often.

F46a. Those patrons who completed questionnaires were asked to indicate their purpose in requesting photocopy. *Exactly half of the photo walk-in users expected to use the material they were having photocopied in connection with their business, job or profession.* Of these, 41% needed the materials for a specific business project and 9% wanted general materials related to their job. One-third (34%) ordered photocopy in connection with academic work. Of the remaining patrons, 14% were pursuing a personal interest and 11% were engaged in independent research.

F46b. *Photo mail patrons were ordering materials mainly in connection with a research or development project for business, job or firm (73%).* Eighteen percent of the respondents ordered some material to answer specific questions related to their job while 13% needed general materials related to their field of business. Only 11% ordered materials to pursue academic work. Few wrote for the purpose of pursuing individual research or personal interests (5% and 4%, respectively).

F47a. *More student and faculty respondents of the photo walk-in survey were having material photocopied in connection with research at advanced levels than at the undergraduate level.* Independent non-degree research accounted for 29% of the academic purposes; doctoral preparation 19%; courses or theses for a master's degree 13%. Of those engaged in undergraduate preparation, 9% were ordering photocopy for course work for a bachelor's degree and 3% for community college assignments. Teaching duties accounted for 3% of academic use. Twenty-one percent of the students and faculty were having material copied for some other purpose.

F47b. *Of the academic users ordering through the photo mail service, exactly half requested materials for non-degree research.* Materials were ordered for doctoral preparation in 22% of the cases. Fourteen percent of these respondents planned to use their photocopied materials in obtaining a master's degree while 8% had "none of the above" purposes. Seven percent ordered photocopy in connection with teaching duties. No one ordered photocopy for use in preparing for a professional degree, bachelor's degree or an associate degree.

F48. *The majority (69%) of the photo walk-in patrons knew the specific items they were looking for when they came to the Libraries.* Material on a particular subject but without any specific item in mind was sought by 25% of the users. Two percent had neither a specific subject nor item in mind when they arrived at the library. Four percent of the respondents indicated that they had come both for a specific item and for material on a particular subject.

F49. An examination of the orders placed by responding users of the photo mail service during the spring sample shows that *the majority (63%) requested one item.* Two items per order were requested by 13% of the respondents, three by 10%, four by 9%, five by 2%, six by 2%, and seven by 1%. No one requested more than seven items.

F50. For all orders placed during the spring sample--both photo walk-in and photo mail--*the average number of items requested on each order was 1.7.*

F51. *The materials requested by photo walk-in respondents were most often copied from books and monographs (40%), although periodicals ranked a high second (34%).* Eleven percent ordered material copied from government publications, 8% from newspapers and clippings, 7% from "other," 6% from patents, 4% from pictures and prints, 4% from pamphlets, 3% from maps, 3% from photographs and 1% from music scores.

F52. *Every Research Division, with the exception of the Special Collections which may not be quickcopied, supplied some material to photo walk-in patrons for photocopying.* The divisions supplying most of the materials were the Main Reading Room (39%), Economics and Sociology (16%), and Science and Technology (13%). Periodicals furnished 9% of the materials; Genealogy, American History, and Patents each supplied 6%; and Art and Architecture furnished 4%. Three percent of the materials came from newspapers and an equal amount from Slavonic. Two percent were supplied by each of the following: "other," Oriental, Microfilms and Maps. The Jewish, Dance, Music, Theater, and Picture Collections each furnished 1% or less.

F53a. *All of the quick-copy orders placed with the walk-in service were necessarily for xerocopy.* Half of the call orders made during the spring sample were for photostats, 15% for photoprints, 12% for xerocopy and 12% for photographs. Of the remaining, 3% requested microfilm and the same proportion wanted xerocopy from microfilm Five percent requested some other combination of photographic services.

F53b. *Among those requests received and filled by the mail service during the spring sample, more than four-fifths (83%) were for xerocopy.* The remaining orders were for microfilm (6%), photostats (5%), photoprints from microfilm (3%), photographs (1%), xerocopy from microfilm (0.3%), color slides (0.2%) and other combinations of services (0.5%).

F54a. Photo walk-in patrons locate the materials they want photocopied and bring them to the Photographic Service. *It is not known how many of these patrons may have wanted materials but were unsuccessful in obtaining them.*

F54b. *Eighty-eight percent of the items requested by photo mail patrons were filled by the Libraries.*

F55. *One-quarter of the photo mail requests made during the spring sample were not filled because the Libraries hold the materials but did not have the particular issue or volume needed.* For 19% of the unfilled requests The Research Libraries did not hold the materials and for an equal proportion the material was in the bindery. The material was on order but had not been received in 18% of the cases. Eight percent of the requests were for materials that were missing from the shelf while 6% gave incorrect references. In 3% of the cases, the material was too fragile to handle while 1% of the patrons cancelled their orders. In one instance (0.6%) copyright clearance was not available.

F56. A sample of all requests (photo mail and photo walk-in) received during the spring sample was searched at The New York State Library. *The New York State Library would have been able to fill exactly half of the items searched.*

F57a. *When asked if they had tried to find the material at some other library, 32% of the photo walk-in respondents replied that they had.* Of these 18% had been to one other library and 6% to two others. Three different libraries had been searched by 3% of the responding users while 4% had previously tried four or more libraries.

F57b. *Less than half (44%) of the photo mail respondents had tried to obtain the needed materials at another library first.* One-quarter had been to one other library while 10% had tried two before writing to The Research Libraries. The remainder were almost equally divided between three other libraries and four or more others (4% and 5% respectively).

F58a. *Thirteen percent of the photo walk-in respondents had tried to get the needed materials through interlibrary loan.*

F58b. *Attempts by photo mail respondents to locate the material elsewhere included requests for interlibrary loan in 32% of the cases.*

F59a. Those patrons who had tried another library were asked to indicate what specific libraries they had searched. *More than two-fifths (44%) of the photo walk-in respondents had previously been to one or more college or university libraries while an almost equal proportion (41%) had tried one or more public libraries in New York City.* Substantially fewer patrons had searched in special business libraries (5%), other specialized research libraries (12%) or The New York State Library (1%). One-quarter of the patrons tried "other unspecified libraries."

F59b. *Among photo mail respondents, half (49%) had previously tried "other unspecified libraries" and a third had been to one or more college and university libraries.* More than a quarter (28%) had searched in special business libraries while a fifth (19%) had been to other specialized research libraries. Three percent had used The New York State Library and a similar proportion had tried one or more public libraries in New York City.

Libraries' Services

F60. *The overwhelming majority of photo mail users (91%) found the materials useful or extremely useful.* Seven percent rated the photocopied materials partially useful and 1% found them not useful. One percent of the respondents had no opinion on this question.

F61. *Of those completing the questionnaire, exactly half of the photo walk-in respondents asked a librarian for help in locating the material being photocopied.* Most of the patrons asked for more than one kind of guidance. The largest number requested help in locating specific material (44%) or material appropriate to the subject (31%). Fourteen percent of the requests were for guidance in how to find listings of material while 19% needed help in using locater tools. Exactly one-fifth of the patrons asked for some other assistance.

F62. The photo mail questionnaire asked patrons to indicate why they used the Photographic Service of The Research Libraries. *The majority order from this service because past experience has shown that it is more convenient (41%) and faster (40%) than comparable service elsewhere.* Twenty-eight percent of the patrons commented that they used the Photographic Service because The New York Public Library Research Libraries were the only ones in which the desired material was available; 16% said The New York Public Library Research Libraries were the only ones that had the material at all. Twenty-seven percent needed their own copy of the material to work with. Only 6% of the patrons utilized the service because they found it cheaper.

THE REFERENCE LETTERS SURVEY

Correspondence received by The Research Libraries which requires a reference search is processed in one of two ways: either it is sent to a division to be answered, or it is answered in the Libraries' administrative offices. If a request received or processed during the sample period was sent to a division, those responsible for replying to it filled out a questionnaire entitled "Questionnaire on reference letters worked on by divisions." When sending the reply to the patron, a questionnaire entitled "User mail reference" was enclosed for the patron to complete. If a reference request could not or did not need to be sent to a division, the administrator responsible for that decision completed a form entitled "Reference letter requests that are not sent to a division." Some data are therefore available for every reference letter processed by the Research Libraries.

During the two sampling periods conducted during the spring and fall, 407 patrons requested information. Of these requests, 58% were sent to a division and 42% were not. A user questionnaire was enclosed with each reply made by a division that processed a reference letter. Forty-one percent of these user questionnaires were completed and returned by the patrons.

Reference Letters Processed by a Division

The following data are based on the 230 reference letters processed by a division. Most of these (74%) were processed at 42nd Street. The findings presented here refer to both Lincoln Center and 42nd Street taken together.

F63. *The division processing the most reference letters was Information (16%) followed by Local History and Genealogy (11%), Music (10%), Theater (10%) and Manuscripts (9%).* Five percent of these requests were sent to the Rare Book Division and 4% to each of the following divisions: Annex, Art and Architecture, Dance, and Prints. The Administrative Office, American History, Map and Slavonic each processed 3% of the requests received during the sampling period while Economics and Sociology, Jewish, and Science and Technology each handled 2%. One percent of the requests were sent to the Arents Collections, the Berg Collection, Oriental, and the Photographic Service. The remaining divisions--Children's, Rodgers and Hammerstein, and Periodicals--each accounted for less than 1% of the requests processed.

F64. *Employees classified as Librarians I, II and III accounted for 65% of the staff effort consumed in filling requests* (18%, 29% and 19% respectively). Seven percent of the staff effort was by Curators and 6% each by Librarians V and Library Technical Assistants II. Librarians IV and Library Technical Assistants I and III each comprised 4% of the staff working on reference letters while the remaining five categories each represented 2% or less.

F65. Personnel working on requests were asked whether the procedures employed were "ready reference" or "extensive search." *The majority of requests (66%) required filling procedures classified as "ready reference."*

F66. *In filling the requests, catalogs were consulted most frequently (61%).* "Other" materials within the Libraries were consulted in 39% of the cases; other staff members or superiors were consulted 26% of the time. Sources outside the Libraries were rarely consulted (4%).

F67. *Special divisional files were consulted more frequently (42%) than reference books (33%).* Material on the subject was consulted by 25% of the persons working on requests, while bibliographies were used by 20%. Eighteen percent of the staff reported that they had utilized "other" resources.

F68. *Almost three-fifths (58%) of the requests were completely filled.* Thirty percent were filled in part and only about 12% were not filled at all.

F69. *In the majority (60%) of cases where the request was not filled completely, it was because the information could not be found.* For 21% of the requests the information was not in the subject responsibility of the particular division while the filling of 13% of the inquiries would have been too time consuming. Of the remaining requests, 5% required copyright clearances and 2% should have been rejected initially.

F70. *Two-thirds of the requests were filled in 30 minutes.* Of these, 23% took 1-10 minutes, 23% took 11-20 minutes and 20% took 21-30 minutes. Nineteen percent required 30 minutes to an hour to fill the request while 16% took more than an hour.

F71. *The majority of requests (84%) were processed within a single division.*

User Mail Reference

With every reply to a reference letter request processed on the sample days, a questionnaire was enclosed. The 137 returned user questionnaires provided the data for the following findings.

F72. *Almost three-fifths (59%) of the patrons had tried to find the requested information at some other library before writing to The Research Libraries.*

F73. *Of those who had tried other libraries, 59% had tried one or two (28% and 31% respectively).* Sixteen percent of the respondents had tried three other libraries while 20% had searched at four or more.

F74. *The majority (53%) had tried to find the materials in libraries not listed on the questionnaire, while 36% had tried one or more college or university libraries.*

F75. *Almost two-fifths (38%) of the responding patrons had tried one or more organizations other than libraries for the needed materials before writing to The Research Libraries.*

F76. *Thirty-one percent of the respondents were seeking information in connection with academic work and 30% wanted it for a personal interest.* Of the remaining,25% had job-related purposes--18% in connection with a specific project and 7% for general business related reasons. Fourteen percent were asking for information for their individual research.

F77. *Most people seeking reference information were writing to the Libraries for the first or second time (76%).* No one writes weekly or several times a month, and a minority write once a month (2%). Twenty-two percent write in less often than once a month.

F78. *Less then half (44%) of the respondents knew that private benefactors are the major sources of financial support for The Research Libraries.*

F79. *Patrons most often classified themselves as faculty (29%), retired or unemployed (13%) or employees of non-profit organizations (12%).* Nine percent of the respondents were in each of the three categories: student, self-employed professionals, and employees of private firms. Government employees and housewives each represented 5% of the total while schoolteachers and proprietors each accounted for 4%. Two percent of the respondents were "other" and no one was a member of the Armed Forces.

F80. *When considering the occupational fields of respondents, 34% had an occupation in the humanities, 29% were employed in the creative arts and 15% in business and commerce.* The sciences and social sciences each accounted for 7% of the patrons. Of those remaining, 5% were in law and 2% each in administration and "other."

F81. *Forty-seven percent of the patrons have a doctorate or master's degree (12% and 35% respectively).* The only other large categories were those holding just a bachelor's degree (23%) or a high school diploma (15%). Eight percent of the respondents held a bachelor's degree, 5% "none of the above" and 2% an associate degree.

Reference Letters Not Sent to a Division

Of the 177 requests not sent to a division, one-fifth could be answered by the person screening and distributing reference letters. The remainder were "rejected," i.e., attempts were not made to furnish the requested information. The findings reported below are based on these 177 letters.

F82. Patrons living in New York, New Jersey, Connecticut or Pennsylvania accounted for 32% of the requests not sent to a division. *Fifty-seven percent of the requests not sent to a division came from other states.* Patrons living in foreign countries accounted for the remaining 11%.

F83. *Patrons most frequently were pursuing a personal interest (43%).* Sixteen percent were undertaking a specific business project. Those pursuing academic work included 26% of the respondents while 16% were engaged in individual research. No one had written in for general material related to their job.

F84. *Ninety-seven percent of the requests rejected were for information that is routinely not searched at the Libraries.* Three of the remaining four letters were rejected because no bibliography or index for that topic was available for distribution. In the fourth case too much information was requested.

THE SPECIAL COLLECTIONS SURVEY

In order to gain information about the users of the Arents Tobacco Collection, the Arents Collection of Books in Parts, the Spencer Collection of Illustrated Books and Manuscripts, the Berg Collection of English and American Literature, the Prints Division, the Rare Book Division and the Manuscript Division, a questionnaire was sent to a sample of users whose applications for admission had been approved during the year June 30, 1967 to June 30, 1968. The data which follow are based on the 537 questionnaires that were completed and returned.

Patron Characteristics

F85. *Almost three-fifths (59%) of the patrons are associated with the academic world as students (24%), college faculty (31%) or schoolteachers (4%).* Fourteen percent were employees of private firms while 12% were self-employed professionals. Substantially fewer classified themselves as employees of non-profit organizations (4%), "other" (4%), housewife (3%), retired or unemployed (3%), or proprietors (1%). No one was a member of the Armed Forces.

F86. *Sixty-one percent of the respondents held full-time jobs while the remainder did not.*

F87. *More than two-fifths (43%) gave their field of employment or research as the humanities, 16% were working in the creative arts, 12% in business and commerce, 12% in "other" and 11% in the social sciences. Substantially fewer were in the sciences and law (3% each) or administration (1%).*

F88. *Almost three-fifths (58%) of the responding patrons held a degree above the bachelor's.* Of these, 21% had earned a doctorate, 33% a master's degree and 4% a professional degree. Most of the others had a bachelor's degree (32%). A minority held a degree below bachelor's (6%) or "other" (5%).

F89. Users of these collections were asked to indicate their purpose in using these rooms. *Slightly more than half (51%) were doing research for publication.* Twenty-eight percent were working on a thesis and 27% were doing some other kind of research.

F90. *Among these respondents, 40% indicated that they had published at least one item. The 199 publishing patrons had authored at least 793 published works and the actual number probably well exceeds 1,000 items.*

F91. *Eighteen percent of the respondents held a fellowship or grant for the research he was doing in the Special Collections.*

F92. *Exactly one-third of the respondents were using the Rare Book Division and an almost equal number were using the Manuscript Division.* The Prints Division was used by 17% of the responding patrons and the Berg Collection by 12%. Three percent had obtained passes to the Arents Collections and 2% to the Spencer Collection.

Patterns of Use

F93. *Most of the users (62%) visit these collections once a week or less.* This lack of frequency is due in part to the large number of readers (26%) who hold an admission pass that is valid for only one day. Fourteen percent of the respondents came to the Libraries twice a week and 13% three times a week. Four and five visits a week were each made by 5% of these patrons while 2% came six times a week.

F94. *The largest single group of patrons (41%) needed to use the collections for less than one week.* Nine percent spent one week using these resources of the Libraries, 7% spent two weeks and 14% spent three to four weeks. Of the remaining, 7% made use of these materials for four to eight weeks, 5% for eight to twelve weeks and 17% for more than twelve weeks.

F95. *Two-fifths of the respondents spent from two to four hours in the Libraries during a typical visit.* Almost equal numbers spent from one to two hours or from four to eight hours (26% and 27% respectively). The remaining 8% made visits of an hour or less.

F96. *Almost three-fourths (73%) of the respondents had tried to get the needed materials at another library.* Of those trying other libraries, 28% tried one, 24% tried two, 17% tried three, 9% tried four, 5% tried five, 4% tried six or seven, 1% tried eight or nine and 12% tried ten or more.

F97. *More than half (59%) of the respondents had tried another library in New York City while a fifth (19%) had been to Washington, D. C. and an almost equal number to Massachusetts (18%).* Libraries in Connecticut had been visited by 14% of the respondents. Fifty-seven percent had searched libraries in other states and 12% in other countries.

F98. *The majority of patrons used books and monographs (67%) and manuscripts (51%).* Substantial numbers of respondents used pictures and prints (27%), pamphlets (21%), and periodicals (21%). Newspapers were needed by 17% and microfilm by 10%. Less use was made of maps (8%), photographs (7%), government publications (5%), posters (3%), music scores (1%) and phonograph records (0.4%).

F99. *Nine out of ten patrons rated the materials used as useful or extremely useful.* Eight percent termed them partially useful while 2% felt that they were not useful. Eight percent of the patrons wanted some material that was not available.

F100. *Eighty-nine percent of the respondents rated the assistance from librarians as useful or extremely useful.* Seven percent found their help partially useful and 2% felt it was not useful. Three percent gave the response "do not know."

THE SPECIAL STUDY AREAS SURVEY

Data on the users of the Allen and Wertheim Rooms were collected by a questionnaire sent to every person whose application for admission had been approved between July 1, 1967 and July 1, 1968. The following findings are based on the 63 completed questionnaires that were returned.

Patron Characteristics

F101. *Sixty-one percent of the respondents held a doctorate or a master's degree (40% and 21% respectively).* The only other large group was composed of patrons holding a bachelor's (27%). Five percent held a professional degree, 2% a high school diploma, and 3% "none." One patron (2%) indicated that he was a "licensed teacher."

F102. *The majority of the respondents were writers (33%), authors (13%) and college professors (37%).* Two patrons (3%) were college instructors or retired while one patron was in each of the following occupations: schoolteacher, bibliographer, librarian, lawyer, art critic, library consultant and literary agent.

F103. *Of the 24 respondents who reported that they held full-time positions, 23 were employed by a college or university.* The 24th was employed by The New York Public Library.

F104. *Eighty-nine percent of the respondents had published at least one work. The 56 publishing patrons had authored a minimum of nearly 800 published items and the actual total probably exceeds 1,000.*

F105. *Eighteen percent of the respondents held a grant or fellowship for their current project.*

Patterns of Use

F106. *During a "typical week" 24% of the respondents came to the Libraries twice and an equal number came five times.* Twenty-one percent came three times a week while 13% came four times. A minority were at the extremes--7% came once a week, 5% came seven times a week and 3% came six times a week or less than once a week.

F107. *The majority (52%) of respondents spend from four to seven hours at the Libraries on a "typical day."* More than a third made visits of two to four hours while a minority spent from one to two hours (7%) or more than seven hours (5%). No one made visits of an hour or less.

F108. *Almost two-thirds (65%) of the patrons were using only resources of the Libraries while the remainder were using them in conjunction with personal materials.*

F109. *Every patron responding had used books and monographs and the vast majority (83%) had used periodicals as well.* Almost two-fifths (37%) made use of pamphlets and a third (32%) made use of microfilm. Less heavy use was indicated in the cases of government publications (16%) and maps (13%). Few patrons utilized pictures (6%), rare books (5%), newspapers (3%), reference books (3%), manuscripts (2%) or indices and bibliographies (2%).

F110. *Ninety-one percent of the respondents found the materials "extremely useful" while five percent rated them as "useful."* Another five percent judged them as partially useful. No one found them "not useful" although 25% reported that materials that they needed were not available.

F111. *Eighty-nine percent characterized staff assistance as useful or extremely useful.* Nine percent felt it was partially useful while 2% reported "do not know."

Part II

MAJOR CONCLUSIONS

The following conclusions are drawn from the preceding findings.

C1. The general collections of The Research Libraries play a significant role in the intellectual life of the metropolitan New York City academic community. Almost one-half of its patrons are affiliated with schools and colleges there. Many students and faculty using The Research Libraries report that they come to these collections more frequently than they visit their college or university library even though using the latter would be more convenient. In particular, it appears that these Libraries serve as a major backstopping resource for the library collections of CUNY and N.Y.U.

C2. The general collections also contribute to the economic vitality of the metropolitan area. One-quarter of the responding patrons were in occupations in the field of business and commerce. Of more significance, however, is the fact that one-third of the respondents visited The Research Libraries in connection with a job-related purpose.

C3. The preponderance of usage of The Research Libraries appears to be at a higher qualitative level than what might be termed casual patronage. Patrons coming "to pursue a personal interest" (the sole category on the questionnaire indicating relatively casual use) account for only one-quarter of the respondents. All other patrons indicated an explicit reason related to research, academic work, job or profession. Moreover, almost three-fifths of the respondents had a specific author or title in mind before coming to the Libraries, and over two-fifths made visits of more than two hours.

C4. The educational level of The Research Libraries' average patrons is much greater than is the case for the public libraries of New York State. More than two-thirds of the responding patrons held a bachelor's degree or above and many of those not holding degrees were college students undertaking degree courses of study.

C5. Although the overwhelming majority of patrons of The Research Libraries' general collections live and work in the New York City metropolitan area, proportionately more of the patrons of The New York Public Library Research Libraries live further away from the library than do patrons of other public libraries.

C6. Patrons of The Research Libraries tend to be "repeat users" (43% visit the Libraries more than once a month), but they generally (65%) have not tried another library prior to making their visit. In some instances, researchers know through experience that certain unique items are in the Libraries' collections. In view of the fact that the largest single group of patrons is students, it is also possible that The Research Libraries are being used by some as a general college library. This latter view is supported by the data on student use. Roughly one-third of The Research Libraries' patrons are students, of whom roughly 40% (or approximately 13% of all users) are preparing for the bachelor's degree.

C7. Those patrons utilizing the Photographic Service tend to have completed a considerably higher educational level than have the general users. Consequently, more of these students tend to be working toward advanced degrees and academic use appears to be at a higher level. This is borne out by the fact that a greater proportion are engaged in non-degree research and doctoral preparation.

C8. The Photographic Service (especially the mail service) is more generally used by the business community than by the academic community. More than half of the users of each of these services were ordering photocopy in connection with their job.

C9. The photo mail service is an important source of resource materials for non-local patrons as shown by the fact that two-fifths of the respondents are regular and frequent patrons (i.e., order more than once a month). In contrast, the majority of photo walk-in patrons were making use of this service for the first or second time.

C10. The types of materials being requested from the Photographic Service of The New York Public Library Research Libraries are, in many cases, not available elsewhere. These Libraries were able to fill 88% of the photocopy requests received while The New York State Library, which also has large diverse holdings, could have filled only 50%. In addition, 44% of the photo mail patrons reported that they used the service at The Research Libraries either because they were the only ones where the materials were available or were the only Libraries having the materials.

C11. The reference search of requests received by correspondence by The Research Libraries serves highly specific needs of non-local patrons which are not being met by their local libraries and organizations. The majority of these patrons had tried one or more other libraries and two-fifths had also tried one or more other organizations before writing to The Research Libraries. In addition, most of these individuals were writing in for the first or second time showing that those persons who do know of this service do not write in routinely with questions that might be answered elsewhere. These findings indicate that users of the reference service do attempt to exhaust the immediate resources available to them before sending the query to The Research Libraries. The rigorous screening (more than 40% of the requests received were "rejected") of requests before processing assures that they are both serious and specific in nature.

C12. The users of the Special Collections and Special Study Areas are very highly educated and engaged in scholarly pursuits. Most of them have published works and almost a fifth hold grants or fellowships for their current research project. They tend to make frequent and long visits to The Research Libraries and many of them depend heavily on these resources. In interviews and in comments written on questionnaires, these patrons ranked The Research Libraries as among the best in the world. All of the persons interviewed indicated that they would be seriously handicapped in their work if these collections were not available.

Chapter II

THE PATRON

The discussion which follows is devoted exclusively to the types of patrons who use the services of The Research Libraries of The New York Public Library. Chapter III concentrates on their patterns of library use and Chapter IV presents interrelationships of patron characteristics and library usage. Tables include data from all studies in this survey. If certain studies are not referenced in a table, it is because no data are available for these studies on that particular question. Where only a few categories are presented, they represent the great majority of patrons making use of the Libraries' services.[4] General trends are discussed in Chapters II, III, and IV in order to facilitate comparisons among the various studies and present an overall picture of users and usage of The New York Public Library Research Libraries. A fuller analysis of the data in the various tables may be found in the appropriate appendices.

In these discussions, those patrons who used the general collections of The Research Libraries, either at 42nd Street, Lincoln Center, or the Annex, are called "general users." There are two types of users of Photographic Service: those who come in person to get materials photocopied and those who make their requests by mail. These individuals are called "photo walk-in" and "photo mail" patrons respectively.

PATRON STATUS

The majority of general users, reference letter patrons and users of the Special Collections of The New York Public Library Research Libraries are directly connected with the academic world. Students, faculty and schoolteachers comprise almost half of the general users, almost three-fifths of Special Collections patrons, and more than two-fifths of reference letter patrons. Definite differences are noticeable for patrons of Photographic Service. The preponderance of photo mail users are employed by a private firm. Patrons of the photo walk-in service are mainly represented in the academic categories and the category "employed by a private firm" (37% and 31%, respectively). Table 1 on the following page gives a detailed breakdown of patrons' occupational status.

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[4] No cross tabulations were performed on data from the reference letter survey or the Allen and Wertheim Room survey because the number of cases for each was small.

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Table 1

PATRON STATUS OF RESPONDENTS[a]

	General User (N=18,642)	Photo Mail (N=835)	Photo Walk-In (N=959)	Reference Letters (N=137)	Special Collections (N=535)
Student	35.6%	2.9%	23.7%	8.7%	23.9%
Faculty	7.2	8.3	9.1	29.2	30.7
Schoolteacher	5.1	1.1	4.0	4.4	4.1
Employed by non-profit organization	4.5	2.6	5.5	11.7	4.3
Government employee	–[b]	5.7	2.4	5.1	–[c]
Self-employed professional	10.4	6.9	14.2	8.7	12.1
Proprietor of own business	2.4	1.6	2.9	3.6	1.1
Employed by private firm	23.7	69.1	31.3	8.7	13.7
Retired or unemployed	5.5	0.4	2.4	13.1	2.6
Housewife	1.4	0.8	2.6	5.1	3.2
Armed forces	0.3	0.1	0.2	0.0	0.0
Other	3.8	0.5	1.8	1.5	4.3

[a] Categories are not comparable for data collected from the Allen and Wertheim Rooms. Available data do show that the preponderance of users of the Special Study Areas are college professors (37%), writers (33%), or authors (13%). No more than two patrons classified themselves in any other occupational category.

[b] This category was included on new questionnaires distributed late in the summer survey and in the fall survey, hence not all patrons surveyed were given a chance to answer this alternative. Of those who did have an opportunity to check this, 3% did so, all of whom are included in Table 1 as "other" for the general user data.

[c] This category was not included in the Special Collections questionnaire.

In a recent independent study[5] of selected "central"[6] public libraries in New York State, results showed that an average of 38% of adult

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[5] The University of the State of New York. The State Education Department, Division of Evaluation. The User Questionnaire in a Descriptive Analysis of Selected Public Libraries in New York State. October 1967.

[6] "Central libraries" are those libraries which, because of a larger collection and better reference facilities, are designated as the main resource library within a system. "Noncentral libraries" make up the remainder of the libraries in a system area. All data reported refer to central libraries exclusively; data for the smaller noncentral libraries are omitted. Hence, the situation of all libraries in New York State is being distorted in such a way as to present a more favorable statewide situation than is actually the case.

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patrons[7] are either homemakers, retired, or unemployed (30%, 5%, and 3%, respectively), compared with a figure of 7% for the general users of The New York Public Library Research Libraries (housewives, 1%; retired or unemployed, 6%). Nineteen percent[8] of the patrons of the selected central libraries were college students, compared with 37% at The Research Libraries. Striking differences are apparent. College students comprise the largest single group of patrons at The Research Libraries, and housewives, retired, and unemployed comprise one of the smallest. Public libraries throughout the state serve twice as many retired or unemployed patrons, a large group of homemakers, and a relatively small percentage of college students. Compared with central libraries in New York State, The Research Libraries are primarily serving an adult general user who is academically oriented rather than a group of whom many are housewives, and of whom a comparatively large number are retired or unemployed.[9]

Another survey of users of both The Research Libraries and The Branch Libraries of The New York Public Library, conducted in 1936, is not directly comparable with the present inquiry. At that time, students were not allowed to use The Research Libraries except with special permission and as a group represented less than 5% of the readers.[10] Almost three-fifths (59%) of the users are designated as professionals[11] and the second largest group is composed of "clerks and stenographers" (9%). The unemployed accounted for 6% of the patrons while housewives constituted less than 1% of the total.[12]

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[7] ie., patrons older than high school students. Data in the State Education Department survey indicated that high school students comprised an average of 22% of all patrons. To make data from that survey comparable with that for The New York Public Library Research Libraries (which do not generally permit high school students to use their facilities), high school students were omitted from the calculations based on data from the central library study.

[8] Although the figure of 19% reflects the average of all libraries in the State Education Department survey, it is important to note that not one library in the latter survey had a percentage of college student users equal to or exceeding that of The Research Libraries.

[9] It is unfortunate that these are the only occupational status categories that are comparable for both surveys, but the implications are nevertheless clear.

[10] Haygood, William Converse, Who Uses The Public Library, The University of Chicago Press, Chicago, Illinois, 1938, p. 25.

[11] Unfortunately, direct comparison cannot be made with the present study. Professionals included: actors, actuaries, architects, attorneys, bankers, chemists, clergymen, dentists, designers, doctors, lecturers, librarians, musicians, publishers, sculptors, social service workers, statisticians, teachers, writers, etc.

[12] Op. cit., p. 26.

ACADEMIC AFFILIATION

Students and faculty were asked to identify the institutions with which they are associated. The great majority of these patrons of all services except photo mail are affiliated with colleges and universities in New York City. The exception is expected, of course, since mail services are usually a substitute for "in person" patronage for individuals too far away to visit The Research Libraries for materials they need. Table 2 gives the details.

Table 2

INSTITUTIONAL AFFILIATION OF ACADEMIC PATRONS[a]

	General User (N=7,182)[b]	Photo Mail (N=112)[b]	Photo Walk-In (N=281)
Columbia University	8.7%	3.6%	11.7%
CUNY (graduate)	4.5	0.9	3.2
CUNY (other)	29.6	6.3	20.6
Fordham	3.9	0.0	2.1
LIU	3.0	0.9	2.1
NYU	13.6	3.6	16.4
Rutgers University	2.2	1.7	0.7
St. John's University	1.1	0.9	3.2
SUNY	1.7	2.6	2.8
Other schools	32.8	79.5	38.1

a Users of the Special Study Areas were asked whether they were employed full-time. If they were, they were asked to name their employer. Of the 24 respondents, 23 were employed by a college or university. Ten were affiliated with CUNY. No other school in New York City employed even half this many patrons of the Special Study Areas (Columbia and Rutgers, three each; Yeshiva, two).

b Columns may total more than 100% since a number of students and faculty are affiliated with more than one school.

Is there a distinct profile of the nature of the academic affiliation of students and faculty? Table 3 provides the answer. Regarding first the general users, we find that the ratio of student and faculty representation from each kind of institution is approximately equal, with the exception of Rutgers University (which is underrepresented by students and overrepresented by faculty). In addition, the majority of academic users from "all other institutions" are students.

In comparison, photo walk-in patrons are generally more often faculty members, although still in the minority. However, other trends are evident: more of the patrons affiliated with CUNY and SUNY are students than is true of those from "five selected private institutions" or "all other institutions." A reverse ordering is evident when considering the proportion of patrons from each institutional category who are faculty.

What little data are available for photo mail patrons indicate a significant reversal of the preceding trends: the majority of representatives of "all other institutions" are faculty members.

Table 3

INSTITUTIONAL AFFILIATION OF RESPONDING STUDENTS AND FACULTY

	General User (N=7,182)	Photo Mail (N=112)	Photo Walk-In (N=281)
Student			
CUNY and SUNY	84.7%	- [b]	76.7%
Five selected private institutions[c]	85.7	- [b]	71.7
Rutgers University[a]	57.4	- [b]	- [b]
All other institutions	80.1	26.0%	67.3
Faculty			
CUNY and SUNY	15.3	- [b]	26.0
Five selected private institutions[c]	14.3	- [b]	28.3
Rutgers University[a]	42.6	- [b]	- [b]
All other institutions	19.9	74.0	32.7

[a] In this and succeeding tables Rutgers University is listed separately because it was the only school specifically named on the questionnaire that was not located in New York State.

[b] There are too few cases in this category to permit valid comparisons.

[c] Includes Columbia, Fordham, L.I.U., N.Y.U. and St. John's.

Students alone were asked to indicate their "status"--that is, whether they were attending school full-time or part-time and whether they were resident or commuter students. The results, which are shown in Table 4 on the following page, indicate that, for general user and photo walk-in patrons, the vast majority of students are engaged in academic pursuits full time and commute to school. Considering that most patrons live in the New York City area, and that most student patrons are affiliated with a "local" college or university, these results are not unexpected. Patrons of the photo mail service are slightly more likely to be part-time rather than full-time students.

Table 4

STUDENT STATUS

	General User (N=3,583)	Photo Mail (N=47)	Photo Walk-In (N=108)
Full-time	84.3%	46.8%	79.6%
Part-time	15.7	53.2	20.4
Commuter	76.4 [a]	- [b]	65.1 [c]
Resident	23.6 [a]	- [b]	34.9 [c]

a N = 1,690.
b The question on student status did not include these categories on the photo mail questionnaire.
c N = 43.

OCCUPATIONAL FIELDS

Respondents were asked to indicate their occupational field or, if they were students, their intended career field. Results show that users of the various services differ somewhat in their fields of work. More than half of the general users and more than half of the photo walk-in patrons are either in the humanities or business and commerce. The largest proportion of photo mail users are in one single category--the sciences. Reference letter patrons are mainly in fields in the humanities or the creative arts. The greatest proportion of Special Collections patrons are in occupations classified as the humanities. Generally speaking, most patrons tend to be in the humanities or business and commerce, with the two exceptions noted above: 48% of photo mail patrons are in science, and 29% of reference letter patrons are in the creative arts. Patrons in administration, law, and "other" fields account for a minority of all users. Table 5 below gives a more complete breakdown of these findings.

Table 5

COLLAPSED OCCUPATIONAL FIELDS*

	General User (N=17,313)	Photo Mail (N=820)	Photo Walk-In (N=918)	Reference Letters (N=130)	Special Collections (N=527)
Sciences	12.5%	48.2%	13.2%	6.9%	2.7%
Social sciences	10.6	3.3	8.6	6.9	10.6
Humanities	25.9	18.8	27.3	33.8	42.9
Creative arts	13.8	4.5	11.6	28.5	15.9
Business/commerce	24.7	9.6	22.5	15.4	12.1
Administration	5.6	3.5	4.6	1.5	1.3
Law	3.7	11.7	9.3	4.6	2.7
Other	3.3	0.4	2.9	2.3	11.8

*Specific occupational fields included in each of the collapsed categories are enumerated and analyzed in the appendices.

Is the occupational field profile different for members of the academic and non-academic worlds? Table 6 provides the answer. Of the nearly one-half (48%) of the general users who are academically oriented, the preponderance are in the humanities (41%), with substantially fewer in the social sciences, sciences, creative arts, or business and commerce. Of the 52% who are not academic, most are in business and commerce (39%), the creative arts (17%), sciences (12%), or the humanities (11%).

Table 6

OCCUPATIONAL FIELDS OF PATRONS IN ACADEMIC AND NON-ACADEMIC OCCUPATIONS

	General User (N=17,023)	Photo Mail (N=814)	Photo Walk-In (N=882)	Special Collections (N=527)
Academic (total)	47.9%	12.2%	37.3%	58.8%
Sciences	13.0%	15.2%	12.5%	1.3%
Social sciences	17.5	15.2	17.3	17.4
Humanities	40.6	53.5	46.5	59.0
Creative arts	10.2	13.1	6.4	10.3
Business/commerce	9.7	1.0	5.2	1.3
Administration	3.1	2.0	3.0	1.0
Law	2.9	0.0	6.4	0.6
Other	3.0	0.0	2.7	9.0
Non-academic (total)	52.1%	87.8%	62.7%	41.2%
Sciences	11.8%	53.0%	13.4%	4.6%
Social sciences	4.3	1.7	3.3	0.9
Humanities	10.9	14.0	15.7	19.8
Creative arts	17.2	3.4	13.7	24.0
Business/commerce	39.3	10.8	33.8	27.7
Administration	8.1	3.6	5.4	1.8
Law	4.7	13.1	11.4	5.5
Other	3.7	0.4	3.3	15.7

Of the 12% of photo mail patrons in academic occupations, most are in the humanities (54%), with smaller proportions in the sciences, social sciences, and creative arts. The majority of the 88% of the patrons in non-academic occupations are in the sciences (53%), with much smaller groups in the humanities, law, and business and commerce.

The occupational fields of academic and non-academic patrons of the photo walk-in service are distributed approximately the same as their photo mail counterparts. The major exception is that the largest group of photo walk-in patrons are in business and commerce rather than science. However, proportionately more of the walk-in users are students, faculty or teachers than the mail users (37% and 12%, respectively) and, necessarily, proportionately less are non-academic.

About three-fifths (59%) of Special Collections' patrons are in academic occupations. The largest proportion of this group work in the humanities with three other fields accounting for the largest part of the remainder: social sciences, creative arts, and "other" fields. Non-academically oriented patrons (who comprise 41% of all Special Collections' patrons) are concentrated in four fields: business and commerce, creative arts, humanities, and "other" fields.

To sum up, and to answer the question "Is the occupational field profile different for members of the academic and non-academic worlds?", it may be said that the largest proportion of patrons in academic occupations are in fields in the humanities, with a minority in business and commerce. Patrons in non-academic occupations by contrast are not heavily represented in fields in the humanities, and are far more likely to be in business and commerce. The most notable exceptions are: (1) more than half of non-academic photo mail patrons (53%) are in the sciences, and (2) almost one-quarter (24%) of non-academic Special Collections' patrons are in creative arts, which is not far below the figure of 28% for those in business and commerce.

A study of the users of The Research Libraries conducted in 1956 by the Dudley Parsons Company asked patrons to write in "your company, school, etc." and "kind of business, if any." Because the categories subsequently derived for this report are not identical with those used in the present survey, direct comparisons are not possible. However, the responses given by the 543 individuals (out of 2,027 returned questionnaires) volunteering this information "with some allowance for possible misinterpretation of ambiguous answers, businesses and professions were represented about as follows":[13]

	Number of Cases	Percent of Respondents
Accounting	11	2.0%
Advertising	31	5.7
Agriculture	2	0.4
Architecture and construction	10	1.8
Arts and entertainment	41	7.6
Banking	1	0.2
Chemical and food	14	2.6
Communications	11	2.0
Credit reporting	1	0.2

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[13] Dudley L. Parsons Company, The New York Public Library, Field Study of Library Use, February-April 1956, Definitive Report, p. 8.

	Number of Cases	Percent of Respondents
Economists	5	0.9%
Educational organizations	36	6.6
Engineering	24	4.4
Freelance writing and research	81	14.9
Fund raising	1	0.2
Government offices and agencies	9	1.7
Import and export	11	2.0
Insurance	9	1.7
Investment	11	2.0
Law (including patent law)	27	5.0
Management consultants	11	2.0
Manufacturing	50	9.2
Medicine and social work	3	0.6
Mining, metallurgy and petroleum	11	2.0
Miscellaneous business	18	3.3
Publishing, journalism, libraries, etc.	81	14.9
Religious organizations	3	0.6
Research organizations	20	3.7
Transportation and utilities	10	1.8
Total	543	99.0%

EDUCATION LEVEL

Patrons of The Research Libraries are generally highly educated, as is evident from Table 7.

Table 7

HIGHEST DEGREE HELD BY RESPONDENTS

Degree	General User (N=17,877)	Photo Mail (N=815)	Photo Walk-In (N=926)	Reference Letters (N=133)	Special Collections (N=520)	Allen and Wertheim Rooms (N=62)
Doctorate	6.6%	27.7%	11.6%	12.0%	20.8%	40.3%
Master's degree	17.9	27.4	23.2	35.3	32.7	21.0
Professional degree	6.8	13.6	9.6	8.3	4.2	4.8
Bachelor's degree	36.3	26.5	35.7	22.6	31.5	27.4
Associate or community college degree	4.8	1.7	4.8	1.5	-*	-*
None of the above	27.7	3.1	15.1	20.3	-*	-*

*Slightly different categories were used here: for the Special Collections "degree below bachelor's" comprised 5.8% of the total, and "other" accounted for 5.0%. Of the users of the Special Study Areas no one indicated that they had a "degree below bachelor's," one person (1.6%) had a high school diploma, two (3.2%) had "none of the above," and one other (1.6%) was a "licensed teacher."

Although the majority of The Research Libraries' general users already hold a bachelor's degree or above (68%), even more of the users of photo mail (95%), photo walk-in (80%), the Special Collections (89%), and the Allen and Wertheim Rooms (94%) have a bachelor's degree or above. The same is true for patrons requesting reference information (78%). Use of specialized library services implies more highly educated patrons, i.e., highly educated people utilize the Libraries' special services to a greater degree than less educated people. When considering the findings in Tables 1 and 7 taken together, it is evident that this holds true in both the academic and non-academic spheres.

According to the aforementioned survey conducted by the State Education Department, 36% of adult non-student users over 25 have a high school education or less, while another 25% have completed from one to three years of college. The best available categories for comparison with data for The Research Libraries (for non-students only) are the following: degree below associate or community college levels (14%); associate or community college degree (5%); bachelor's degree or above (82%).[14,15] Although the data are not always strictly comparable, the indications (based on the validly comparable division of those with four years of college versus those with less education) are quite clear. About twice as many patrons of The Research Libraries have at least a four-year college education as do patrons of central libraries in New York State. Furthermore, there are approximately three times as many patrons of central libraries who have less than four years of college as there are patrons of The Research Libraries in the same education category. Within lower education categories, comparisons are risky, but the obvious trend is that users of central libraries are generally far less educated than users of The Research Libraries.

The 1936 study of The Research Libraries by Haygood found that 73% of the patrons "had college training."[16] Because of the imprecision of the term used, no comparisons can be made with the present survey.

Are patrons in any one status group more highly educated than patrons in others? Table 8 on the following page shows, not surprisingly,

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[14] The sum exceeds 100% because of rounding.

[15] Data for this survey of The Research Libraries do not have an age breakdown, hence strictly comparable figures cannot be used. Some comparisons can be made, however, since the use of data from this survey of The Research Libraries which represent "highest degree held" for non-students would err on the conservative side. The "highest degree held" for non-student patrons of The Research Libraries under 25 years of age "at worst" remains unchanged until they are 25, and may in fact increase. Hence to include data for non-student patrons under 25 can only underestimate the picture for non-student patrons over 25.

[16] Op. cit., p. 24.

that proportionately more faculty members, regardless of which area of service is being discussed, hold an advanced degree than patrons of any other status. Another trend evident for patrons of all services is that a minority holds a degree lower than a bachelor's. The single exception to this is the large group of students without a bachelor's utilizing the photo walk-in service (31%).

Table 8

HIGHEST DEGREE HELD BY PATRONS IN DIFFERENT STATUS CATEGORIES

	General User (N=17,377)	Photo Mail (N=811)	Photo Walk-In (N=898)	Special Collections (N=520)
Advanced degree				
Student	17.5%	57.1%	30.5%	48.4%
Faculty	89.9	95.6	91.9	94.5
Schoolteacher	48.2	- *	65.8	- *
Employed by a non-profit organization	37.2	77.8	44.9	- *
Self-employed professional	43.5	81.5	57.5	34.4
Employed by private firm	26.5	67.3	33.3	33.3
Bachelor's degree				
Student	35.0	33.3	33.6	43.7
Faculty	8.0	4.3	6.9	4.9
Schoolteacher	50.7	- *	31.6	- *
Employed by a non-profit organization	45.3	11.1	40.8	- *
Self-employed professional	32.1	14.8	29.1	41.0
Employed by private firm	45.1	28.0	46.5	48.0
Degree below bachelor's				
Student	6.0	9.6	30.9	7.9
Faculty	0.2	0.0	1.1	0.0
Schoolteacher	0.6	- *	2.6	- *
Employed by a non-profit organization	6.2	11.1	14.3	- *
Self-employed professional	3.7	3.7	13.4	6.6
Employed by private firm	5.7	4.7	20.1	12.0

*There are too few respondents in this category to permit valid comparisons.

Speaking now of general users, Table 8 also shows that the proportion of students holding an advanced degree is the lowest of all patron groups, while the figure for schoolteachers is second only to faculty. Self-employed professionals are more likely to have an advanced degree than a bachelor's. The reverse is true of employees of a private firm and employees of non-profit organizations, albeit for the latter group the difference is not as great.

Turning to patrons of the photo mail service, we find that the greatest proportion of those who are self-employed professionals or those employed by a non-profit organization have an advanced degree. The majority of patrons in all other occupations have an advanced degree, although the proportions are not as large as the two previously mentioned.

The majority of photo walk-in patrons who are schoolteachers or self-employed professionals have an advanced degree (66% and 58%, respectively). Slightly more of those employed by a non-profit organization have an advanced degree than have a bachelor's alone. The reverse is true for students and, to a greater extent, patrons employed by a private firm.

Patrons of the Special Collections display different patterns. Proportionately more students hold advanced degrees[17] than is true of self-employed professionals, or employees of private firms. Most of those who do not have an advanced degree have a bachelor's.

Do the proportions of degree holders vary in the different occupational field categories? Table 9 on the following page provides the answer. Considering first patrons of the photo mail service, it is evident that the majority of patrons in all fields have an advanced degree, except for those in business and commerce. This trend is especially noticeable for people in the sciences and humanities. The bulk of those who do not have an advanced degree have at least a bachelor's, and it is in this category that the largest group of business and commerce patrons are found. A minority of photo mail patrons have a degree below a bachelor's.

Photo walk-in patrons follow the same trend, but to a much lesser degree: more of those in each field have an advanced degree than have a bachelor's, and those with a degree below a bachelor's constitute a minority. Again business and commerce patrons are the exceptions: the largest group (47%) have a bachelor's, 30% have a lower degree, and only 22% have an advanced degree.

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[17] Undergraduates are generally not permitted to use the Special Collections.

Patrons of the Special Collections also follow the trend of photo mail patrons with another exception in addition to that of business and commerce patrons: people in the creative arts are equally likely to have a bachelor's or an advanced degree. Other than these exceptions, the trend is that a majority of patrons in each field have an advanced degree, and a minority have a degree below a bachelor's.

Table 9

HIGHEST DEGREE HELD BY PATRONS IN SELECTED OCCUPATIONAL FIELDS

	Photo Mail (N=803)	Photo Walk-In (N=857)	Special Collections (N=513)
Advanced degree			
Sciences	73.5%	44.5%	83.4*
Social sciences	55.5*	56.2	74.5
Humanities	70.2	53.5	70.0
Creative arts	60.0	45.6	42.0
Business/commerce	32.4	22.4	24.1
Bachelor's degree			
Sciences	25.6	36.4	16.7*
Social sciences	40.7*	26.0	25.5
Humanities	21.2	33.2	24.6
Creative arts	34.3	37.0	43.2
Business/commerce	48.7	47.2	54.8
Below bachelor's degree			
Sciences	1.1	19.1	0.0*
Social sciences	3.7*	17.8	0.0
Humanities	8.6	13.3	3.1
Creative arts	5.7	17.4	8.6
Business/commerce	18.9	30.4	9.7

*The number of cases is small and percentage figures must be used with caution.

Student patrons were further asked to indicate the degree toward which they were currently working. Table 10 on the following page shows that more than two-fifths of general user students were aiming for a bachelor's degree, while almost half were working for an advanced degree. Nine out of every ten patrons of the photo mail service were working for a master's or doctorate. Two-thirds of the photo walk-in patrons expected an advanced degree, compared with 28% who expected a bachelor's. Another trend may be seen by comparing general users with patrons of the photo services: the greater the educational aspiration of the patron, the greater the utilization of more specialized services of The Research Libraries. These data help confirm the same trend indicated in Table 5.

Table 10

EXPECTED DEGREE OF RESPONDING STUDENTS*

	General User (N=6,076)	Photo Mail (N=48)	Photo Walk-In (N=271)
Doctorate	18.7%	56.2%	32.8%
Master's degree	22.5	33.3	23.6
Professional degree	6.2	0.0	10.0
Bachelor's degree	43.2	6.3	27.7
Associate or community college degree	3.8	0.0	0.7
None of the above	5.6	4.2	5.2

*In Appendix B may be found a cross tabulation on photo walk-in data of intended occupational fields by expected degree of students. The table shows that disproportionately high shares of students in the humanities (77%), creative arts (73%), and social sciences (70%) expect advanced degrees, most of whom expect a Ph.D. and the least of whom expect a professional degree.

Do patrons of differing academic affiliations vary according to the degree they are working toward? Table 11 indicates that they do. General users affiliated with a private institution in New York are most likely to be seeking an advanced degree, while all other general users (in each case more than 50%) are most likely to be seeking a bachelor's. A minority are seeking a degree below bachelor's.

Table 11

EXPECTED DEGREE OF THOSE WITH VARIOUS INSTITUTIONAL AFFILIATIONS[a]

	General User (N=5,833)	Photo Mail (N=47)	Photo Walk-In (N=221)
Advanced degree			
CUNY and SUNY	37.2%	-[b]	41.6%
Five selected private institutions	75.9	-[b]	86.7
Rutgers University	47.3	-[b]	-[b]
All other institutions	32.7	91.9%	66.3
Bachelor's degree			
CUNY and SUNY	52.6	-[b]	50.0
Five selected private institutions	22.4	-[b]	12.0
Rutgers University	52.7	-[b]	-[b]
All other institutions	53.3	5.4	26.3
Degree below bachelor's			
CUNY and SUNY	8.1	-[b]	3.3
Five selected private institutions	1.5	-[b]	0.0
Rutgers University	0.0	-[b]	-[b]
All other institutions	1.8	0.0	0.0

[a] Where totals do not reach 100%, the remainder specified "none of these."

[b] There are too few cases in this category to permit valid comparisons.

Only photo mail patrons affiliated with "all other institutions" could be included in the calculations. The overall indication is that such patrons are most likely to be seeking an advanced degree, and least likely to be working toward a degree below bachelor's.

Slight variations from this trend are noticeable for patrons of the photo walk-in service. The majority of all patrons are seeking an advanced degree except those affiliated with public institutions in New York. The latter group is most likely to be seeking a bachelor's. And again a minority expect a degree lower than a bachelor's.

PLACE OF RESIDENCE AND EMPLOYMENT

The vast majority of general users and photo walk-in patrons live in the New York metropolitan area (90% and 87%, respectively). As would be expected, people who do not live near The Research Libraries (i.e., those living beyond the New York metropolitan area) do not patronize it in person as frequently as nearby residents. Not surprisingly, this group of "non-local" people constitutes a disproportionately large share of photo mail patrons (57%). It appears that proximity is a variable influencing patronage: the closer one lives to The Research Libraries, the more likely he will patronize them in person to fill his needs; and, the further away one lives, the more likely he is to write to the Libraries. Table 12 illustrates this principle of proximity.

Table 12

PLACE OF RESIDENCE OF RESPONDENTS*

	General User (N=18,967)	Photo Mail (N=836)	Photo Walk-In (N=986)
New York City	74.1%	15.1%	68.0%
Rest of metropolitan area	15.8	27.9	18.8
Other New York State	1.2	5.3	0.3
Non-metropolitan New Jersey	1.9	10.0	3.0
Connecticut	1.4	6.2	2.1
Pennsylvania	0.7	4.2	1.0
Other	4.8	31.2	6.8

*"Place of residence" was not asked of users of the Special Collections or reference letter patrons. We may infer, however, that the majority of the latter group live outside of the New York metropolitan area because of the following fact: in the vast majority of cases, "other libraries tried" by reference letter patrons were not within the New York metropolitan area or the surrounding states. It is therefore not unreasonable to assume that reference letter patrons reside beyond the New York metropolitan area.

The survey conducted by the Dudley L. Parsons Company in 1956 also asked respondents to give their places of residence. The alternatives offered and the distribution of the 2,027 completed questionnaires were:[18]

New York City	78.0%
Manhattan	40.9
Queens	14.2
Brooklyn	13.3
Bronx	9.3
Staten Island	0.3
New York suburbs	12.8
Elsewhere or not given	9.1

The slight decrease in the proportion of patrons residing in New York City (from 78% in the Parsons' study to 74% in the present one) is probably somewhat larger because of the inclusion of non-respondents in the figures given for the Parsons study. (In the present study, non-respondents have been omitted from all computations.) Because the category which contains respondents living outside of New York City and its suburbs also includes those who did not answer the question, this figure of 9% for the 1956 study is also not comparable to the current survey.

Again, it is difficult to make direct comparisons of these data with the findings of the State Education Department survey of central libraries because of lack of strictly comparable categories. Nine percent of the central library users live more than 10 miles away from the library compared with 26% of The Research Libraries' general users who live outside of New York City.[19] Even if the assumption noted in the footnote is not entirely justified, the trend is nevertheless evident: The Research Libraries serve proportionately more patrons representative of more than the immediate local area, therefore indicating that it is utilized more for its resources than for its convenience. There are other public and college libraries in New York which are more convenient for many patrons, yet many users indicated that they had not tried other libraries. This is especially meaningful when considering the large group of students and faculty affiliated with colleges in New York who use The Research Libraries heavily despite the presence of their own college library or others in the city which may be more convenient.

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[18] Op. cit., p. 6

[19] This division was chosen because the area within a 10-mile radius from The Research Libraries does not include some portions of New York City, and does include some areas outside of New York City. For lack of more comparable categories, it is assumed that this discrepancy in boundaries averages out.

The same trend is evident for "place of employment." The great majority of general users and photo walk-in patrons work in New York City (80% and 79%, respectively). These percentages rise to 89% and 88% when Westchester, Nassau and Suffolk Counties and metropolitan New Jersey are added to the New York metropolitan area. And again, photo mail patrons primarily represent areas beyond the New York metropolitan area (55%). Table 13 presents the relevant data.

Table 13

PLACE OF EMPLOYMENT OF RESPONDENTS*

	General User (N=14,084)	Photo Mail (N=815)	Photo Walk-In (N=836)
New York City	80.4%	23.0%	79.0%
Rest of metropolitan area	8.8	21.7	9.0
Other New York State	1.3	5.1	0.4
Non-metropolitan New Jersey	1.4	9.6	1.7
Connecticut	0.9	5.2	1.1
Pennsylvania	0.7	4.0	1.1
Other	6.5	31.4	7.8

*This question was not asked of users of the Special Collections or reference letter service. For the same reasons discussed earlier, it is likely that the majority of reference letter patrons are employed in areas beyond the New York metropolitan area.

Does a person's occupation act in conjunction with his place of residence or employment to cause proportionately greater or lesser library patronage? The answer to this question may be given for general users and patrons of the Photographic Service. Evidence generally indicates that there is no relation between the factors of occupation and place of employment and residence, with one exception: general users and photo users who are faculty members appear in disproportionately large numbers from places beyond the New York area. That is, more faculty members live and work outside of the New York area than would be expected.

OTHER FACTORS

When all patrons were asked if they knew that private benefactors are the major sources of support for The New York Public Library Research Libraries, responses were not uniform. More than half of the users of the photo walk-in service and general users replied in the affirmative, while less than two-fifths of the photo mail patrons did so. Slightly more than two-fifths of the reference letter patrons knew the Libraries' sources of support. Table 14 on the following page presents the data.

Table 14

KNOW THAT FINANCIAL SUPPORT OF THE LIBRARIES IS FROM PRIVATE SOURCES

	General User (N=9,001)	Photo Mail (N=819)	Photo Walk-In (N=972)	Reference Letters (N=102)
Yes	52.5%	36.5%	51.4%	44.2%
No	47.5	63.5	48.6	55.4

To ascertain some pertinent characteristics of patrons who did or did not know the sources of financial support, cross tabulations were performed with place of residence and place of employment for patrons of the photo services. Findings generally indicate that the further from The Research Libraries one lives and/or works, the less likely he is to know the sources of financial support. Proximity again appears to be an important variable. The exception to this is the photo walk-in user who lives and is employed somewhere in New York State beyond the New York City metropolitan area. The latter patron is generally as knowledgeable about the Libraries' sources of support as patrons who live and work nearby.

Are patrons of any particular status category more likely to know the sources of financial support than are patrons in any other occupation? Regarding general users, the answer is yes: the majority of faculty members and self-employed professionals are most likely to know, and employees of private firms and housewives are the least likely. Patrons of the photo mail service as a whole are less knowledgeable on this subject, but self-employed professionals are still well aware of the sources of support while, in this case, students are the least aware. Photo walk-in patrons as a whole are as knowledgeable as general users on this subject. Here too, large proportions of self-employed professionals and faculty are aware of sources of support, and again housewives are the least aware.

Two questions were asked of users of the Special Collections and Special Study Areas that were not asked of other patrons. First, patrons indicated whether or not they held a fellowship or grant for their current project. In the two areas surveyed, proportions are identical: almost one-fifth (18%) of the patrons held a fellowship or grant for their current project as shown in Table 15 on the following page. When this information was cross tabulated with Special Collections data on occupational fields, it was found that patrons in the humanities had a disproportionately high share of fellowships or grants, while the reverse is true of patrons in the creative arts or business and commerce. Appendix D presents the data.

Table 15

HOLD A FELLOWSHIP OR GRANT FOR CURRENT PROJECT

	Special Collections (N=528)	Allen and Wertheim Rooms (N=61)
Yes	18.0%	18.0%
No	82.0	82.0

Second, users of these special facilities indicated whether or not they had published any works, and if so, the number and types. Results as shown in Table 16 indicate that the vast majority of patrons of the Allen and Wertheim Rooms have published some works, while less than half that proportion of patrons of the Special Collections have published any works. The Special Collections appendix contains a cross tabulation of highest academic degree held by the percentage of patrons who have ever published. Results show a linear relationship: the higher the degree, the greater the percentage of patrons who have ever published. When considering occupational fields of those who have published (another cross tabulation in the appendix), it is seen that patrons in the creative arts have published proportionately more than those in other occupational fields

Table 16

PERCENTAGE OF PATRONS WHO HAVE PUBLISHED

	Special Collections (N=509)	Allen and Wertheim Rooms (N=63)
Published	40.1%	88.9%
Not published	59.9	11.1

Considering now only those patrons in each area that have published, findings in Table 17 on the following page show 59% of the Special Collections' patrons published books, compared with 77% of the Allen and Wertheim Rooms patrons. Similar results are evident for other categories of published works. Patrons of the Allen and Wertheim Rooms who have published works are more prolific in publishing magazine articles, newspaper articles, journal articles, as well as short stories and other kinds of materials. The 56 responding patrons of the Allen Room have published a minimum of well over 700 items while the minimum number of items authored by the 199 Special Collections' users exceeds 800. These differences between rooms are expected, since the Allen and Wertheim Rooms were designed for use of established authors and writers.

Table 17

TYPES OF PUBLISHED WORKS

	Special Collections (N=199)	Allen and Wertheim Rooms (N=56)
Book publications		
One	25.1%	23.2%
Two	23.6	3.6
Three	2.5	10.7
Four to ten	5.0	-[a]
More than ten	3.0	-[a]
Magazine articles		
One-three	3.5	3.6
Four-ten	5.0	7.2
More than ten	1.0	17.9
Newspaper articles		
One-three	0.5	0.0
Four-ten	1.0	1.8
More than ten	1.0	7.1
Learned journals		
One-three	13.6	7.2
Four-ten	9.0	14.3
More than ten	8.0	25.0
Short stories		
One-three	0.5	-[b]
Four-ten	0.0	-[b]
More than ten	0.0	-[b]
Unspecified other		
One-three	10.1	-[c]
Four-ten	5.0	-[c]
More than ten	4.0	-[c]

[a] The categories used on the Allen and Wertheim Rooms questionnaires, with results in each category, are the following: "four books": 3.6%; "five books": 5.4%; "more than five": 30.4%.

[b] Six persons (10.7%) wrote an indeterminable number of short stories.

[c] Two persons had acted as editors (3.6%), five had written reviews (8.9%) and nine had published unspecified works (16.1%).

Patrons of the Allen and Wertheim Rooms and the Special Collections were asked to write comments on the questionnaire.[20] More than half (54%) did so in the Allen and Wertheim Rooms compared with 38% of the Special Collections users.

Considering now just those patrons who did comment, an overview of the nature of these comments can be provided. Over one-quarter (27%) of the Allen and Wertheim Rooms' users made comments about the staff which were, without exception, positive in nature. Positive comments on the staff were made by 43% of the users of the Special Collections compared with 9% making negative remarks (and 96% of all patrons of these collections, in response to another question, found the librarians' aid at least "partially useful"). Regarding the Special Collections, 29% of the patrons made positive comments on materials, and 8% made negative ones (97% of all patrons of these collections, when answering another related question, indicated the materials were at least "partially useful"). Concerning facilities and services, patrons making negative comments outweighed those making positive ones in the Special Collections, while this trend is reversed for Allen and Wertheim Rooms' patrons. "Other uncategorizable" comments in the Allen and Wertheim Rooms were all positive (made by 24% of the patrons), while 29% of users of the Special Collections made positive comments, and only 3% made negative remarks. Table 18 below summarizes this discussion.

Table 18

SUBJECTS AND NATURE OF COMMENTS ABOUT
THE NEW YORK PUBLIC LIBRARY RESEARCH LIBRARIES*

	Special Collections		Allen and Wertheim Rooms	
	Number of Cases	Percent	Number of Cases	Percent
Staff				
Positive	88	43.3%	9	26.5%
Negative	18	8.9	0	0.0
Materials and Resources				
Positive	58	28.6	4	11.8
Negative	17	8.4	4	11.8
Facilities and Services				
Positive	30	14.8	30	91.2
Negative	92	45.3	16	47.1
Uncategorizable				
Positive	58	28.6	8	23.5
Negative	5	2.5	0	0.0

*Percents are based on number of respondents (Allen and Wertheim Rooms: 34; Special Collections: 203) rather than total number of comments. Thus, totals may exceed 100% because of multiple responses.

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[20] Some representative comments are quoted in the appendices.

Finally, selected patrons of the Special Collections and the Allen and Werthein Rooms were interviewed.[21] Results of the interviews of patrons of the Special Collections and Allen and Werthein Rooms generally showed the following: The Research Libraries (1) compare very favorably with other libraries in providing resources and services; (2) have exceptionally extensive and unique resources; (3) are conveniently located; and (4) have an intelligent, helpful and resourceful staff. Although there were some comments that facilities are overcrowded and do not always provide an optimal working atmosphere, generally patrons gave a high rating of overall satisfaction with The Research Libraries, and placed it among the best of such institutions in the world.

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[21] Again, comments are directly quoted and discussed more fully in the appendices.

Chapter III

USE OF THE RESEARCH LIBRARIES

Chapter III is devoted exclusively to the use of The Research Libraries. Chapter IV deals with the interrelations of library use and patron characteristics.

DIVISIONS USED

To get an overall view of the use of The Research Libraries, the question of divisions used is a logical beginning. Table 19 presents the data.

More than half of the general users made use of the Main Reading Room. Other large groups of patrons used Economics and Sociology, Periodicals, and Science and Technology. No more than 8% of the general users patronized any of the other divisions. The pattern of usage is similar for the photo walk-in service. The greatest proportion of users were having materials photocopied from the Main Reading Room. Economics and Sociology, Science and Technology and the 43rd Street Annex also supplied materials for photocopy to numerous patrons. No other divisions supplied materials to more than 9% of the patrons.

Reference letter requests forwarded to a division were most often sent to Information (16%) and to Genealogy and Local History (11%). Almost as many were sent to each of three other divisions: the Lincoln Center Music Division, the Theater Collection, and the Manuscript Division. No more than 5% of the reference letter requests were sent to any other division. Of the three services referenced in Table 19, it appears that the reference letter service made the most diversified use of divisions in the Libraries, i.e., unlike general users and photo walk-in patrons, there is no single large group of reference letter patrons whose requests were searched in one particular room.

In 1956, the study by the Dudley L. Parsons Company also asked respondents to indicate what divisions they had used. The distribution of responses for that study[22] and for the general users of the current survey were:

	Parsons (1956)	Nelson (1968)
Main Reading Room and Catalog	53.9%	52.1%
Music	3.9	2.7

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[22] Op. cit., p 13.

	Parsons (1956)	Nelson (1968)
Current Periodicals	13.5%	12.3%
Science and Technology	11.3	10.9
Slavonic Division	3.0	2.4
Jewish Division	3.3	4.3
Oriental Division	1.2	1.3
Economics and Sociology	13.4	16.9
Reserve	1.1	-
Print Room	0.7	0.6
Maps	2.0	1.7
Art and Architecture	5.5	5.5
American History	5.8	8.4
Genealogy and Local History	2.7	3.9
Theater Collection	1.8	3.0
Newspapers on Microfilm	3.6	-
Manuscripts	0.6	0.9
Berg Collection	0.1	0.4
Spencer Collection	0.1	0.1
Arents Collection	0.05	0.3
25th Street Annex	2.1	-
Other	6.4	-

An examination of the data that is comparable for both studies indicates that there have been no dramatic shifts in the divisions being used by the Libraries' patrons.

FREQUENCY AND INTENSITY OF USE[23]

Table 20 provides some interesting data on the frequency of use of The Research Libraries. A minority of general users and patrons of the photo mail service are utilizing The Research Libraries for the first or second time. Half of the photo walk-in patrons are using the Libraries for the first time or second time, and more than three-quarters of the reference letter patrons are new. If we call "frequent users" those who use The Research Libraries several times or more per month, and "infrequent users" those who use it about once a month or less often, we find that general users and photo mail patrons are about equally divided between these two broad categories. About twice as many photo walk-in patrons are infrequent users as are frequent users. No reference letter patrons are frequent users, and only about one-quarter are even infrequent users. Half of the Special Collections' users are frequent visitors to The Research Libraries and the vast majority of Allen and Wertheim Room patrons use The Research Libraries frequently.

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[23] Relatively few of the users included in this study filled out more than one questionnaire on a previous visit during a sampling period (general users: 13%, photo mail patrons: 10%; walk-in patrons: 9%).

Table 19

DIVISIONS USED[a]

	General User (N = 19,073)	Photo Walk-in (N = 990)	Reference Letters (N = 245)
American History	8.4%	6.0%	2.9%
Arents Collection	0.3	–[b]	1.2
Art and Architecture	5.5	4.1	3.7
Berg Collection	0.4	–[b]	1.2
Central Children's Room[e]	0.7	0.2	0.4
Central Circulation Branch[e]	9.9	–[b]	–[c]
Economics and Sociology	16.9	15.5	2.3
Exhibitions	1.3	–[b]	–[c]
Jewish Division	4.3	0.9	1.6
Lincoln Center:			
Dance	0.8	0.1	3.7
Music	2.7	1.0	10.2
Rodgers & Hammerstein Archives	1.1	–[b]	0.4
Theater	3.0	1.0	9.8
Local History and Genealogy	3.9	6.3	11.0
Main Reading Room	52.1	39.3	15.9[d]
Manuscripts	0.9	–[b]	9.0
Maps	1.7	1.9	3.3
Microfilms	3.0	1.6	–[c]
Oriental Division	1.3	1.7	0.8
Periodicals	12.3	8.6	0.4
Photographic Service	2.1	–[b]	1.2
Picture Collection[e]	0.8	1.1	–[c]
Print Room	0.6	–[b]	3.7
Rare Books	1.3	–[b]	4.5
Science and Technology	10.9	12.6	2.0
Slavonic Division	2.4	3.2	3.3
Spencer Collection	0.1	–[b]	–[c]
43rd Street Annex	3.0	11.0	4.1

[a] Totals exceed 100% because of multiple responses.

[b] This alternative was not included on the questionnaire.

[c] No reference letter requests were sent to this location.

[d] Includes reference letters processed at Information.

[e] These divisions are part of The Branch Libraries, not The Research Libraries.

Table 20

FREQUENCY OF USAGE OF THE RESEARCH LIBRARIES

	General User (N=18,524)	Photo Mail[a] (N=794)	Photo Walk-in (N=990)	Reference Letters (N=137)	Special Collections (N=531)	Allen and Wertheim Rooms (N=62)
First or second time	14.2%	20.0%	50.6%	75.9%	_[b]	_[c]
Daily or several times per week	14.8	9.2	5.5	0.0	49.7%	96.9%
Weekly or several times per month	28.7	30.0	11.6	0.0	_[b]	_[c]
About once a month	19.7	21.7	13.0	2.2	_[b]	_[c]
Less often	22.6	19.1	19.3	21.9	_[b]	_[c]

a Respondents were asked how often they made photocopy requests rather than how often they visited the Libraries.

b This category was not included on the questionnaire. Of the patrons using the Special Collections, 25.6% had a pass that was only valid for one day and 24.7% indicated that they visited the Libraries less than once a week.

c This category was not included on the questionnaire. The residual category on the questionnaire was "Less than once a week" and was checked by 3.2% of the patrons.

In a recent study of the Queens Borough Public Library central library,[24] it was found that almost half of the patrons (46%) use that library once a week or several times per week. The remainder (54%) use it less often. Corresponding figures for general users of The Research Libraries are 15% and 71%. It is evident that the Queens Borough central library serves a more restricted population, whereas The New York Public Library Research Libraries serve a more diverse group of less frequent users. Data from the study of public libraries in New York State indicate a similar pattern to that found in Queens: 44% of the users of central libraries responded that the last time they visited the library was one week ago.

Haygood's study of The Research Libraries in 1936 asked patrons how often they used the facilities with the following questions:

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[24] Nelson Associates, Inc., The Queens Borough Central Library, February, 1968.

Do you use the Library regularly? Yes No

Was this your first visit? Yes No

Seventy-six percent are reported as "regular visitors" while 3% were making their first visit.[25,26] Unfortunately, these categories are not readily comparable to the present data.

The study of The Research Libraries by Parsons in 1956 also asked patrons how frequently they visited the Libraries.[27] These data, presented below, more closely approximate those of the current study.

	Percent of Respondents
First visit	6.1%
Second to fifth visit	11.8
Daily or several times a week	27.4
Once a week to once a month	35.5
Less than once a month on the average	19.2

The directly comparable category, "Daily or several times a week" indicates that there has been a decline in the proportion of patrons who visit the Libraries this frequently--from 27% in the 1956 study to 15% in the present survey. If the two alternatives presented on the Nelson Associates' questionnaire--"Weekly or several times per month" and "About once a month"--are combined and compared with the category "Once a week to once a month" on the Parsons' study, there has been an increase in the proportion of patrons visiting with this frequency (from 36% in the 1956 study to 48% in the present one). There has been no substantial change in the proportion of patrons using the Libraries less than once a month. Unfortunately the categories for relatively new patrons are not comparable (Parsons: "First visit" and "Second to fifth visit"; Nelson Associates: "First or second time"). However, looking at the data that can be compared, there is every indication that a greater proportion of patrons are using The Research Libraries less frequently than they did 12 years ago.

Students and faculty were asked which library they used more frequently. Table 21 shows that almost the same proportion of general users utilize The New York Public Library Research Libraries as their own college and university libraries. To rephrase this important finding, it may be said that among academic users, just as many use The Research

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[25] *Op. cit.*, pp 56, 57.

[26] It is assumed that the remaining 21% did not answer the question.

[27] *Op. cit.*, p 6.

Libraries frequently as use a college or university library frequently. A smaller proportion use both equally often. The same trend is evident for users of the photo walk-in service, the only difference being that fewer used each library equally often.

Table 21

LIBRARY MORE FREQUENTLY USED
BY FACULTY AND STUDENTS

	General User (N = 2,412)	Photo Walk-in (N = 139)
College or university library	37.4%	41.7%
The Research Libraries	37.0	38.8
Each used equally often	25.5	19.4

Which library is more convenient for academic patrons? Of those responding students and faculty who use The Research Libraries, general users and photo mail patrons both fit the same pattern: about half indicate that their college or university library is more convenient, and about three out of ten say that The Research Libraries are more convenient. A minority say that each is equally convenient. The trend is more pronounced for general users. Table 22 presents this data.

Table 22

MORE CONVENIENT LIBRARY FOR
STUDENTS AND FACULTY

	General User (N = 2,412)	Photo Walk-in (N = 133)
College or university library	54.8%	49.6%
The Research Libraries	29.0	32.3
Each equally convenient	16.2	18.0

Taking the findings in Tables 21 and 22 together, the following becomes apparent: although college or university libraries are more convenient to the majority of faculty and students who make use of the collections at The New York Public Library Research Libraries, these individuals are just as likely to use The Research Libraries frequently as they are to use their own college or university library frequently.

Patrons of the Special Collections were asked how many weeks they required use of these collections. The data presented in Appendix D shows that two-fifths (41%) needed them for less than a week, 30% needed them for one to three weeks, and about the same proportion (29%) needed them for more than three weeks. Of the latter group, 17% needed the collections for more than 12 weeks.

General users were asked at what hour of the day they arrived at The Research Libraries. The data in Appendix A indicates that almost three-fifths (57%) arrived in the afternoon, while a minority (11%) came in the evening. The remainder (32%) came in the morning. Corresponding figures for patrons of the Queens central library are: 49%, 9%, and 19%. The remaining patrons usually came at the "noon hour" (6%), "stayed all day" (4%) or had "no particular pattern" (22%) in visiting this library. For the three comparable categories, the patterns appear to be similar for both libraries.

How long do patrons stay once they arrive? Table 23 shows that general users are not likely to spend little (i.e., less than 15 minutes) or much (i.e., more than four hours) time in the Libraries. Duration of visit for these users clusters in the categories spanning 15 minutes to four hours. Patrons of the Special Collections are less likely to spend short periods of time (i.e., up to one hour) at The Research Libraries, than they are to spend from one to more than four hours. Allen and Wertheim patrons are the least likely to have visits up to two hours and are the most likely to stay two hours or more. In short, intensity of use increases with usage of more specialized services.

Table 23

LENGTH OF VISIT TO THE RESEARCH LIBRARIES

	General User (N=17,243)	Special Collections (N=533)	Allen and Wertheim Rooms (N=62)
Less than 15 minutes	2.0%	-*	-*
15 minutes to one hour	23.0	7.9%	0.0
One to two hours	30.1	25.5	6.5%
Two to four hours	30.9	39.8	37.1
More than four hours	14.0	26.8	56.4

* This category was not present on these two questionnaires. "One hour or less" was the category used. Patrons who checked this category have been placed on the category "15 minutes to one hour" in the table.

PURPOSE OF VISIT TO THE RESEARCH LIBRARIES

Table 24 presents data on patrons purposes in using The Research Libraries. In the case of general users, the largest proportion are doing academic work. About one-quarter are there to pursue a personal interest. Patrons of the photo mail service, by contrast, are preponderantly requesting photocopy for a specific project for their business, job or firm. The largest single group of patrons using the photo walk-in service is in the latter category, with another large group pursuing academic work. Reference letter patrons are primarily divided between those pursuing academic work or a personal interest.

Table 24

PURPOSE OF VISIT[a]

	General User (N=18,874)	Photo Mail[b] (N=814)	Photo Walk-in (N=993)	Reference Letters (N=137)
Pursue academic work	44.2%	10.7%	34.2%	31.4%
Undertake specific project for business, job or firm	19.2	73.0	40.8	18.2
Locate general material for business, job or firm	13.0	12.5	8.8	6.6
Pursue individual research	14.2	5.2	11.2	13.9
Pursue personal interest	24.6	3.8	14.1	29.9

[a] Totals may exceed 100% because of multiple responses.
[b] One additional category was checked by 18% of the patrons: "To find the answer to a specific question related to my business, job or firm."

Patrons of the Special Collections were asked the purpose of their study, rather than visit. Half were doing research for publication; 28% were working on a thesis, and the remainder (27%) were there for "other" reasons.

Rough comparisons between this data and that for patrons of the Queens central library are possible. Seventy percent are visiting the latter for academic reasons, but most of these patrons are high school students. Only 5% are doing work connected with their job, and 25% are there for personal information or research. While this general pattern of purpose is similar to that exhibited by patrons using The New York Public Library Research Libraries (except that more individuals patronizing The Research Libraries are visiting for business purposes), the data are not truly comparable, due to the inclusion of high school students in the Queens study.

Data from the study of central libraries in New York State are definitely not comparable to that for The Research Libraries. The general indication is that central library patronage is notably different, however. The most frequently listed purpose of such visits in all but a few cases was to obtain books for general reading at home.

The purpose categories from Haygood's study of The Research Libraries in 1936 and Parsons' study of these Libraries in 1956 are roughly comparable and indicate some interesting changes in patronage over the last 30 years. A list of the possible alternatives and the distribution of responses is as follows:

Haygood (1936)[28]	Parsons (1956)[29]	Nelson Associates (1968)
School or college study...............8%	School or college study[30]...........28%	Pursue academic work.............44%
Your daily work or business........39%	In connection with job or business...39%	Job connected[32]......32%
Independent study....41%		Pursue individual research.........14%
Recreation...........11%	Personal reasons[31]....39%	Pursue personal interest.........25%
	Other................6%	

At the time the first study was conducted, students were not allowed to use The Research Libraries except with special permission, when the second survey was conducted, this regulation had been changed to allow undergraduates free access to the general collections. This, of course, accounts for much of the rise in this category between 1936 and 1956. In addition, there has been a substantial increase in academic use over the last 12 years.[33] There appears to be a decline in the proportion of individuals using the Libraries for job connected purposes. Part of this decrease is, of course, due to the great increase in academic users. Although the Haygood and Nelson Associates categories are only roughly comparable, there appears to have been a substantial drop in the proportion of patrons engaged in independent study and a significant rise in the proportion pursuing personal endeavors over the last 30 years.

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[28] *Op. cit.*, pp 55, 56.

[29] *Op. cit.*, p. 8

[30] Includes "For school or undergraduate college study" (13.7%) and "For research at the graduate level" (14.0%).

[31] Includes "For recreation or personal reasons" (24.7%) and "For self-improvement" (14.4%).

[32] Includes "Undertake specific project for business, job or firm" and "Locate general material for business, job or firm."

[33] The more general wording of the alternative in the last study may also contribute somewhat to this increase.

A related question of "purpose" was asked on the questionnaire for users of the photo mail service. Responses indicate that two-fifths of the patrons use the service because it is faster and another two-fifths because it is more convenient. About three out of ten patrons said they use The Research Libraries because desired materials were unavailable elsewhere, and a similar proportion indicated they wanted their own copy of the material to work with. A relatively small proportion use the service because "only NYPL has this material," and few use the service because they feel it is cheaper.

How often do patrons with various purposes visit The Research Libraries? Table 25 yields the answers.[34] Of the general users, somewhat more of those pursuing individual research or academic work are frequent users. The reverse is true of those working on a specific business project or pursuing a personal interest. General users seeking general business materials are equally divided between frequent and infrequent patronage categories. Patrons writing in for photocopy who are involved in a specific business project have slightly more tendency to be frequent users. Except for those photo mail patrons seeking general business materials (who are equally divided between the two frequency categories), the other photo mail patrons are infrequent users. Photo walk-in patrons, regardless of purpose, generally tend to use the photocopy service infrequently.

A cross-tabulation of the time general users arrive at The Research Libraries and their purposes in coming to the Libraries may be found in Appendix A. This shows that time of arrival did not vary by purpose in using the Libraries, with one exception: a disproportionately large number of those engaged in a specific business project came in the morning, and a disproportionately small number came in the evening.

A cross-tabulation of how much time these patrons spent at The Research Libraries and their purpose in coming may also be found in Appendix A. Results indicate few significant differences in time spent by people with different purposes. The noteworthy differences occur among those patrons pursuing academic work and those engaged in personal interests. The former are more likely to spend lengthy periods of time (more than four hours) in the Libraries while the latter group tends to make short visits.

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[34] The category "First or second visit" is included in the table for completeness. There is no discussion concerning these "new" patrons since it is not known whether they are "one-time patrons" or to become regular users. Consequently, they cannot be said to exhibit usual patterns of library usage.

Table 25

FREQUENCY OF USE BY PATRONS WITH VARIOUS PURPOSES IN USING THE RESEARCH LIBRARIES

	General User (N = 18,364)	Photo Mail* (N = 786)	Photo Walk-in (N = 985)
Frequent Use			
Pursue academic work	48.7%	8.0%	13.0%
Specific business project	41.1	46.1	22.7
General material related to business	42.3	45.3	25.2
Individual research	53.6	12.5	18.9
Personal interest	36.6	0.0	9.4
Infrequent Use			
Pursue academic work	37.2	48.2	31.9
Specific business project	48.6	40.0	32.2
General material related to business	43.0	44.2	32.1
Individual research	37.1	25.0	39.6
Personal interest	47.1	22.6	30.4
First or Second Time			
Pursue academic work	14.1	43.8	55.1
Specific business project	10.3	13.9	45.1
General material related to business	14.7	10.5	42.7
Individual research	9.3	62.5	41.5
Personal interest	16.3	77.4	60.2

* In addition to the categories in the table, a category, "To find the answer to a specific question related to my business, job or firm," was included. Thirty-eight percent of those who checked this alternative are frequent users, and almost half (48%) are infrequent users.

A cross-tabulation on photo mail data of the reasons patrons were requesting photocopy from The Research Libraries by their purposes showed some differences when considering the two broad purpose categories "academic" and "business." Proportionately more of those requesting photocopy for academic work use The Research Libraries because they are the only ones that have the material, they are the only ones in which the material was available, or the patron needed his own copy. Business patrons, on the other hand, are more likely to use the photocopy service of The Research Libraries because it is faster, less expensive and more convenient. More detailed information may be found in Appendix B.

Another cross-tabulation, exhibited in Appendix B, on photo mail data considered the patrons' reasons for using The Research Libraries and how frequently requests were made for photocopy. Results indicate the preponderance of the infrequent users of the photocopy service have written to The Research Libraries because it is the only place having and making available certain materials, or because the user needed his own copy of the material. Those who are frequent users are more likely to patronize The Research Libraries because the service is faster and more convenient.

Considering next those patrons in the academic world, what differences are there in "academic purposes"? Table 26 shows that a majority of general users in academics are working for either a bachelor's degree, a master's, or are preparing for a doctoral degree. Compared with the 65% preparing for all kinds of degrees named, 19% are engaged in non-degree research and another 15% were not pursuing any of the endeavors listed in the table. This pattern is somewhat similar for photo walk-in patrons: nearly half (47%) are doing work for some degree, 29% are engaged in non-degree research and another 21% did not check any of the alternatives listed in the table. Academic purposes are quite different for photo mail patrons, however. Half are not doing work for a degree, roughly a third are (35%) and only 8% could not categorize his academic purpose in one of the available categories. A minority of patrons of all three services were doing work connected with teaching duties.

Do patrons with different "academic purposes" differ in their intensity of use of The Research Libraries? The answer for general users is that in some instances they do differ as shown in Appendix A. The majority of general user patrons preparing for a degree, engaged in non-degree research or involved in teaching duties spend from two to four hours in the Libraries. However, differences appear among the remainder of each of these groups. The rest of these users preparing for degrees other than professional degrees are more likely to spend long hours at the Libraries than to visit for short periods of time; the reverse is true of the remainder of those involved in teaching duties; and the remainder of those engaged in non-degree research are about equally represented in visits of long and short duration.

Table 26

ACADEMIC PURPOSE OF RESPONDING STUDENTS AND FACULTY

	General User (N=7,309)	Photo Mail (N=102)	Photo Walk-in (N=330)
Teaching duties	1.9%	6.9%	3.0%
Research not connected with work for a degree	18.6	50.0	29.4
Preparation for doctoral degree	15.6	21.6	19.7
Work for professional degree	1.7	0.0	2.1
Course work or thesis for master's degree	17.9	13.7	13.0
Course work or thesis for bachelor's degree	25.7	0.0	9.1
Course work or assignments for community college degree	4.0	0.0	2.7
None of the above	14.6	7.8	20.9

MATERIALS SOUGHT AND USED

What kinds of materials are sought by the Libraries' patrons? As Table 27 shows, the majority of patrons are looking for a specific title, author, etc. A substantial number seek material on a particular subject, while a small minority do not have a specific item or subject in mind prior to coming to The Research Libraries.

Table 27

TYPE OF MATERIAL SOUGHT

	General User (N=18,742)*	Photo Walk-in (N=979)
Material on a particular subject but uncertain of title, author, etc.	39.2%	25.3%
Specific title, author, etc.	58.2	68.9
Neither specific subject nor item	7.3	1.6

* Total exceeds 100% because of multiple responses.

In Haygood's 1936 survey of The Research Libraries, 66% came for a specific title or author while the rest had no specific item in mind.[34]

The study conducted by Parsons of The Research Libraries (1956) asked a related although not directly comparable question: "Before you started looking for information, did you know in what books or magazines to find it?"[35] Only 17% of the responding patrons replied that they had no idea of where to find the information they needed, as shown below:

	Percent of Respondents
Yes	55.3%
No	17.3
Partially	27.4

Do patrons who have different purposes in coming to The Research Libraries differ in the materials they are seeking? General users usually do not, with two exceptions: (1) general user patrons with academic purposes are more likely to be seeking specific titles, authors, etc. than anyone else; and (2) those with a personal interest are more likely than anyone else to be seeking neither materials on a specific subject nor specific titles, authors, etc. Moreover, when academic purposes of general users are examined in light of the types of materials being sought, several distinct trends emerge. Those involved in teaching are more likely than others to have a specific title in mind. Among those preparing for a degree, the tendency to be seeking specific titles, authors, etc. increases and the tendency to seek materials on a particular subject decreases as the level of education increases. However, this latter pattern is not true for those general users with academic purposes in coming to The Research Libraries who are preparing for professional degrees. The detailed data on all these trends are presented in Appendix A.

A number of questions pertain only to patrons of the photo mail service. First, how are the requested materials duplicated? The vast majority of photo mail patrons utilized the xerography service (87%). Few request photostats (6%), microfilm (4%), or photographs (2%). Less than 1% request any other form of photocopied materials. Second, how many different items were requested? The majority (63%) requested only one item copied. A much smaller proportion (13%) requested two, and even fewer requested either three (10%) or four (9%). Only 5% of the photo mail patrons wanted more than four items copied.[36] Third, of all items requested, how many were filled? The majority (66%) of the orders had one item filled. Sixteen percent (of the 37% of orders with two or more items) had two items filled, 8% (of the 24% of the orders with three or more items) had three items filled, and another 8% (of the 15% of the orders with four or more items) had four items filled. Overall, nine out of every ten items requested were filled.

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[34] Op. cit., p. 57.

[35] Op. cit., p. 15.

[36] A cross-tabulation of "number requested" by "purpose of order" shows that respondents who are ordering materials in connection with their job are more likely to order more than one item than other patrons.

Users of the photo mail service may maintain a deposit account and charge the cost of their photocopied materials to this account. More than four-fifths (82%) of the orders were placed by patrons who have accounts or who work for organizations that maintain such accounts.

What kinds of materials are actually used by patrons of The Research Libraries? Table 28 shows the greatest single proportion of patrons in all of the surveys use books and monographs. Among general users, the only other kind of material used frequently is periodicals.

Table 28

KINDS OF MATERIALS USED[a]

	General User (N=18,108)	Photo Walk-In (N-1003)	Special Collections (N=535)	Allen and Wertheim Rooms (N=63)
Books and monographs	57.6%	39.8%	66.9%	100.0%
Government publications	7.4	10.5	5.0	16.0
Manuscripts	2.1	-[b]	50.5	1.6
Maps	2.2	3.2	7.5	12.7
Microfilm	4.7	-[b]	10.3	31.8
Music scores	1.5	0.7	0.6	-[b]
Newspapers, clippings	5.7	8.1	16.8	3.2
Pamphlets	6.0	3.9	21.1	36.5
Patents	0.3	6.1	-[b]	-[b]
Periodicals	35.3	34.2	20.7	82.5
Phonograph records	1.0	-[b]	0.4	-[b]
Photographs	0.8	2.6	6.7	-[b]
Pictures and prints	2.4	4.4	26.7	6.3
Posters and playbills	0.7	0.2	3.2	-[b]
Card catalog	44.4	-[b]	-[b]	-[b]

a Totals exceed 100% because of multiple responses.

b This category was not included on the questionnaire.

The card catalog is used by nearly 45% of the general users. Photo walk-in patrons also make substantial use of periodicals. Patrons of the Special Collections use pamphlets and newspapers to a greater degree than general users and photo walk-in patrons, but use periodicals less than anyone else. Unlike the users of other services, patrons of the Special Collections make extensive use of manuscripts (51%) and pictures and prints (27%). Patrons of the Allen and Wertheim Rooms use periodicals very extensively, and also use pamphlets frequently. Microfilm and government publications were used by more Allen and Wertheim patrons than anyone else.

Patrons of the Allen and Wertheim Rooms were asked another question concerning materials used. Responses indicate that no one used personal materials only, two-thirds used the Libraries' materials only, and the remainder used both. Details of these data may be found in Appendix E.

Data for patrons of the Queens Borough central library are not strictly comparable to those for the general users of The Research Libraries, but evidence indicates heavy usage at the former of books and monographs, periodicals, pamphlets, newspapers and government documents. Little of the data available for patrons of central libraries in New York State is comparable to that collected for The Research Libraries. What are comparable show that 16% of these patrons use periodicals (The Research Libraries 36%) and 32% use the card catalog (The Research Libraries 45%).

Do patrons who use the Libraries for various reasons use materials selectively? Table 29 indicates that there is some selective usage. Usage of books and monographs is higher for general users pursuing academic work or individual research than it is for other general users. The same is true of photo walk-in patrons, with those pursuing a personal interest tending to use books and monographs heavily as well. General users working on specific business projects or pursuing academic work use the card catalog more than other general users. Among photo walk-in patrons, more of those with an academic purpose needed photocopies of periodicals, while fewer of those pursuing a personal interest or looking for general business material were having them photocopied. Government publications have heavier usage than expected by patrons doing photocopying of general business materials with less requests from patrons pursuing a personal interest or academic work.

Does usage of material vary by patrons coming for academic purposes? For general users, the answer is that there are some variations. More of those preparing for a doctoral degree than others use books and monographs, while those undertaking work for a professional degree are more likely to use government publications. Newspapers and clippings, pamphlets and periodicals are utilized more by patrons doing junior college work than those in other purpose groups.

Table 29

USE OF MATERIALS BY PATRONS WITH VARIOUS PURPOSES IN USING THE RESEARCH LIBRARIES[a]

	General User (N=17,513)	Photo Walk-in (N = 987)
Books and monographs		
Pursue academic work	68.6%	50.4%
Specific business project	50.1	30.8
General material related to business	52.5	31.0
Individual research	65.6	50.9
Personal interest	52.4	46.8
Government publications		
Pursue academic work	8.0	8.8
Specific business project	11.7	12.7
General material related to business	8.4	17.2
Individual research	5.2	10.9
Personal interest	4.3	7.9
Pamphlets		
Pursue academic work	7.9	4.1
Specific business project	6.6	3.7
General material related to business	8.5	3.4
Individual research	3.8	7.3
Personal interest	3.8	4.3
Periodicals		
Pursue academic work	39.7	41.0
Specific business project	39.4	35.3
General material related to business	36.8	25.3
Individual research	33.4	31.8
Personal interest	32.1	24.5
Card catalog		
Pursue academic work	52.0	–[b]
Specific business project	49.5	–[b]
General material related to business	44.1	–[b]
Individual research	43.8	–[b]
Personal interest	40.4	–[b]

[a] Totals exceed 100% because of multiple responses.

[b] This alternative was not present on the questionnaire for patrons of the photo walk-in service.

LIBRARIES USED PREVIOUSLY

Information on the extent to which other libraries are utilized was obtained by asking patrons the number of libraries they had visited prior to coming to The New York Public Library Research Libraries. Table 30 indicates that patrons of the relatively less specialized services (general users and patrons of the photo services) most often did not try other libraries before coming to The Research Libraries. When these patrons did try other libraries, they patronized only one or two before coming to The Research Libraries. Patrons of the Libraries' more specialized services (users of the Special Collections and Reference Letter Services) most often did try other libraries first. These patrons were more likely to try two, three or more other libraries than were patrons of the less specialized services, and were highly likely to try three or more.

Table 30

NUMBER OF OTHER LIBRARIES TRIED

	General User (N=18,046)	Photo Mail[a] (N=805)	Photo Walk-in (N=975)	Special Collections (N=383)	Reference Letters[c] (N-136)
One	20.1%	24.6%	18.3%	28.2%	16.2%
Two	9.3	8.8	6.2	23.5	18.4
Three	3.0	4.3	2.9	17.0	9.6
More than three	2.6	5.0	4.1	31.3	11.8
None	65.0	57.3	68.5	–[b]	41.2

a Because in some cases a corporate librarian places the order another alternative "Do not know" was added for the second printing of this questionnaire. Twenty-four additional patrons gave this response representing 8.6% of those patrons who had an opportunity to choose this alternative.

b Since these respondents were asked to write in the number of libraries they had tried previously, it cannot be determined whether patrons did not answer because they tried no other libraries or because they skipped the question.

c Four patrons (2.9%) indicated that they had tried some other library but did not specify how many.

Does the purpose of one's visit imply special needs which may have caused previous searching at other libraries? Table 31 indicates that the answer to this question is "yes" for patrons of The Photographic Services. (These data were not cross-tabulated for the general user survey.) Photo patrons with academic purposes are, without exception, the most likely to search at other libraries (one, two, three or more) and least likely to have tried no other libraries. The majority of photo patrons with purposes other than academic are most likely not to have tried other libraries and least likely to have tried three or more.

Table 31

NUMBER OF OTHER LIBRARIES TRIED BY PATRONS OF THE PHOTOGRAPHIC SERVICES

	Photo Mail* (N = 794)	Photo Walk-in (N = 966)
One or two other libraries		
Pursue academic work	46.4%	33.1%
Specific business project	36.0	22.0
General material related to business	40.0	18.6
Individual research	28.6	21.1
Personal interest	34.4	19.4
Three or more other libraries		
Pursue academic work	26.9	12.9
Specific business project	8.1	3.3
General material related to business	7.0	2.4
Individual research	11.9	9.2
Personal interest	9.4	7.4
No other libraries		
Pursue academic work	26.8	53.9
Specific business project	55.8	74.7
General material related to business	53.0	79.1
Individual research	59.5	69.7
Personal interest	56.3	73.1

* Those who checked the category concerning the asking of a specific business-related question are distributed as follows: One or two: 36.1%, Three or more: 4.8%, and None: 59.2%.

Considering now the group of patrons most likely to have tried other libraries (i.e., those with academic purposes), a detailed cross-tabulation of a number of academic purposes may be analyzed in light of the number of other libraries tried. Table 32 presents the data.

Table 32

NUMBER OF OTHER LIBRARIES TRIED PREVIOUSLY BY PATRONS WITH ACADEMIC PURPOSES

	General User (N=7,071)	Photo Mail (N = 97)	Photo Walk-in (N = 326)
One or two other libraries			
Teaching duties	38.0%	-*	-*
Research not connected with work for a degree	35.7	26.0%	30.9%
Research connected with work for an advanced degree	38.6	55.9	33.0
Research connected with work for a bachelor's degree	46.9	-*	43.3
Three or more other libraries			
Teaching duties	2.2	-*	-*
Research not connected with work for a degree	14.5	26.0	12.4
Research connected with work for an advanced degree	3.6	23.6	14.3
Research connected with work for a bachelor's degree	10.3	-*	6.6
No other libraries			
Teaching duties	59.9	-*	-*
Research not connected with work for a degree	49.7	48.0	56.7
Research connected with work for an advanced degree	57.7	20.6	52.7
Research connected with work for a bachelor's degree	42.7	-*	50.0

* There are too few respondents in this category to provide meaningful comparisons.

Speaking first of general users, it is evident from the table that people working for a bachelor's are more likely to try one or two other libraries than patrons with other academic purposes (who tend to cluster in this category), and are less likely to try no other libraries. Patrons concerned with teaching duties are most likely not to try other libraries, and least likely to try many other libraries (i.e., three or more). Patrons concerned with non-degree research are more likely than others to try three or more libraries.

What little data are available for photo mail patrons indicate that those doing work for an advanced degree are more likely than those doing non-degree research to try one or two libraries, and less likely to try none.

Few differences are apparent for users of the photo walk-in service. Patrons working for a bachelor's are somewhat more likely than others to try one or two libraries, and less likely to try three or more.

A cross-tabulation of number of other libraries used by frequency of usage of The Research Libraries was performed for the Photographic Service. The more frequently patrons make use of the photo services, the less likely they are to have tried other libraries. As Appendix B indicates, the trend is more marked for patrons of the photo mail service than for patrons of the photo walk-in service.

On the whole, 9.5% of the general users have tried interlibrary loans, compared with 12.7% of the photo walk-in patrons and 32.3% of the photo mail patrons. It may then be asked, what attempts to use interlibrary loan services are made by patrons who try other libraries? The largest group of photo walk-in patrons trying interlibrary loan was composed of those who had tried four or more libraries. In contrast, photo mail patrons who had tried one other library were more likely than others to have tried interlibrary loan.

Considering now interlibrary loan patterns of those coming to The Research Libraries for various purposes, Table 33 indicates that general users pursuing academic work or a personal interest are not as likely as others to try interlibrary loans to obtain the desired material. The reverse is true for photo mail patrons, and is especially marked in the case of academically oriented patrons of that service. Photo walk-in patrons pursuing academic work are more likely than other photo walk-in patrons to try interlibrary loans.

General users coming for academic purposes differ in their use of interlibrary loan services. Those involved in "none of the above purposes" and teaching duties are the least likely to use interlibrary loan services, while those doing non-degree research are the most likely (15%). Seven percent of those preparing for a degree make attempts at interlibrary loans.

A cross-tabulation of reasons for using the photo mail service by number of libraries tried was performed. Patrons with different reasons for visiting The Research Libraries showed some differences in patterns of patronage of other libraries. More of those who used the photo mail service because The Research Libraries are the only ones with the necessary materials available had tried other libraries. The data in Appendix B reveal that one other noticeable variation appeared: proportionately more of those who found the photo mail service convenient did not try other libraries.

Table 33

PATRONS WITH VARIOUS PURPOSES WHO HAVE TRIED INTERLIBRARY LOAN

	General User (N=5,646)	Photo Mail[a] (N = 316)	Photo Walk-in (N = 274)
Have tried interlibrary loan			
Pursue academic work	7.4%	58.2%	16.8%
Specific business project	13.1	29.1	7.8
General material related to business	16.4	23.3	-[b]
Individual research	12.7	25.0	12.5
Personal interest	7.3	33.3	9.4
Have not tried interlibrary loan			
Pursue academic work	92.6	41.8	83.2
Specific business project	86.9	70.9	92.2
General material related to business	83.6	76.7	-[b]
Individual research	87.3	75.0	87.5
Personal interest	92.7	66.7	90.6

[a] One-quarter of those who checked the category, "To find the answer to a specific question related to my business, job or firm," had tried interlibrary loans.

[b] The number of cases in this category is too small to permit valid comparison.

Specifically, which libraries were searched? Table 34 shows that general users and photo walk-in patrons most often used public libraries in New York City and/or college or university libraries. Other unspecified libraries were used by a large number of photo walk-in patrons as well. Photo mail patrons and reference letter patrons most often used unspecified libraries, or college or university libraries. This question was open-ended for patrons of the Special Collections and their responses are, therefore, not strictly comparable. Available data--presented in Appendix D--do show that 59% of these patrons tried libraries in New York City. Other large proportions use libraries in Washington, D.C. (19%), Massachusetts (18%), Connecticut (14%), non-metropolitan New York and New Jersey (13%), other states (22%)[37] and foreign countries (12%).

Table 34

TYPES OF OTHER LIBRARIES TRIED*

	General User (N=6,123)	Photo Mail (N = 341)	Photo Walk-in (N = 290)	Reference Letters (N = 104)
Public library in New York City	47.9%	2.1%	32.4%	1.0%
Public library outside of New York City	14.8	11.7	14.5	6.8
College or university library	45.0	30.2	39.0	35.6
Other unspecified libraries	14.6	48.7	25.2	52.9

* Totals exceed 100% because of multiple responses.

Some comparative data are available for users of the Queens Borough Public Library central library. About one-third of the Queens central library patrons (34.7%) used college or university libraries (The Research Libraries general users: 45.0%), and 6.5% used other libraries not in New York City (The Research Libraries general users: at least 14.8% used public libraries outside of New York City and approximately the same proportion used "Other unspecified libraries," but the degree of overlap between the latter group and the 14.8% cannot be ascertained). Almost one-fifth of the Queens central library patrons used the Donnell Library (19%), compared with 6% of The Research Libraries general users. Over two-thirds of the Queens patrons (67%) use Queens Borough Public Library branches, compared with 25% of The Research Libraries' users who use the facilities of The Branch Libraries of The New York Public Library. To sum up: Queens central library patrons are more apt to use local libraries, and less inclined to use college or university libraries, than are patrons using The New York Public Library Research Libraries.

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[37] "Other states" includes those other than New York, New Jersey, Connecticut, Washington, D.C., Massachusetts, the rest of New England, or Pennsylvania. A complete table may be found in the Special Collections appendix.

At which types of libraries do patrons with various purposes search? According to Table 35, patrons pursuing academic work are less likely to search in New York City public libraries than patrons with other purposes, while those seeking general business materials are most likely to have tried to locate needed materials in public libraries. Academic patrons are also slightly less likely than others to search in public libraries outside New York City but are far more likely than patrons with other purposes to utilize college or university libraries. Utilization of "other unspecified libraries" is somewhat lower for patrons engaged in academic work or a specific business project than it is for patrons with other purposes.

Table 35

TYPES OF OTHER LIBRARIES TRIED BY GENERAL USERS WITH VARIOUS PURPOSES*

(N = 6,086)

	Public Libraries in New York City	Public Libraries outside New York City	College or University Libraries	Other Unspecified Libraries
Pursue academic work	44.0%	12.9%	58.2%	13.2%
Specific business project	50.7	16.8	28.0	13.2
General material related to business	60.6	18.1	30.2	18.9
Individual research	48.6	19.2	36.0	24.4
Personal interest	56.6	19.8	22.8	20.9

* Totals exceed 100% because of multiple responses.

Findings for patrons of the Queens central library again may be compared to these in certain areas. First, large proportions (54.6%) of Queens patrons with purposes of academic research (excluding student assignments), "your job," and personal information or research utilize the Queens Library, while 25% of The Research Libraries' patrons in roughly comparable categories had been to The Branch Libraries of The New York Public Library. Second, although all patrons of Queens central were less likely to use college and university libraries than users from The Research Libraries, those Queens patrons with academic or personal purposes utilize college and university libraries (67% and 29% respectively) more than patrons in roughly comparable groups who are patronizing The Research Libraries (58% and 23% respectively). And third, users of the general Research Collections in the three categories mentioned above use other unspecified libraries in greater proportions (ranging from 13% to 21%) than Queens Library patrons (ranging from 8% to 9%).

Academic purposes were cross-tabulated with types of other libraries tried for general users. Table 36 indicates that proportionately more of those preparing for a bachelor's degree tried public libraries in New York City than patrons engaged in non-degree research, work for an advanced degree, or involved with teaching duties. About 18% of the patrons doing non-degree research tried public libraries outside New York City, few of those involved with teaching duties did so, while about one out of every ten degree seekers did. Those seeking advanced degrees or engaged in non-degree research were more likely than others to try unspecified libraries. The majority of patrons in each academic usage group tried college or university libraries. Comparatively speaking, non-degree researchers were least likely to do so, and advanced degree seekers were most likely.

Table 36

PROPORTIONS OF ACADEMIC GENERAL USERS
SEEKING MATERIALS IN OTHER LIBRARIES*
(N = 3,199)

Academic Purpose	Public Libraries in New York City	Public Libraries outside New York City	College or University Libraries	Other Unspecified Libraries
Teaching duties	17.9%	1.8%	62.5%	7.1%
Research not connected with work for a degree	39.0	18.2	52.4	16.9
Research connected with work for an advanced degree	23.6	10.9	71.2	14.0
Research connected with work for a bachelor's degree	55.1	8.2	68.7	8.1

* Totals exceed 100% because of multiple responses.

A different set of "purposes" was presented on the Special Collections questionnaire, and the cross-tabulation involved only the simple dichotomy of whether or not any other libraries had been patronized. Results shown in Appendix D indicate that patrons doing research for a thesis are most likely to have tried other libraries (86%), those doing research for publication are less likely (73%), and those doing research for purposes other than a thesis or research are the least likely (60%).

USE AND USEFULNESS OF STAFF AND MATERIALS

Tables 37 and 38 are presented together since they are closely related. They reveal that the vast majority of patrons of The Research Libraries find the staff and materials either useful or extremely useful. The small minority who found the staff and materials not useful, tend to be using the more general rather than the specialized services of The Research Libraries.

Satisfaction with materials is not different among patrons using The Research Libraries for various purposes. The preponderance of all patrons find materials useful or extremely useful, and a minority find them not useful, as is evident in Table 39.

When the academic purposes of faculty and students are analyzed in light of their ratings of the usefulness of staff and materials, for the general user data, we find that the great majority of general users with academic purposes (slightly more than eight out of every ten patrons on the average) find staff and materials useful or extremely useful. Patrons tend to give materials a "useful" or "extremely useful" rating to a slightly greater degree than staff, but the difference is no greater than three percentage points on the average.

Special Collections patrons were, on the whole, quite satisfied with the materials and tended to give the rating "extremely useful" from three to four times more often than the rating "useful." Patrons finding materials "extremely useful" were especially abundant in the groups of those using microfilms and government publications. The lowest proportion of those rating materials "extremely useful" is found in the group using manuscripts. When the category "useful" is also considered, the trend noted previously again appears: the overwhelming majority of the patrons of the Special Collections find materials useful or extremely useful, and a minority of no more than a few percent find materials not useful. On the average, a little more than one out of ten Special Collections patrons using each kind of material indicated that desired materials were unavailable.

Findings are similar for general users, with some variations. An average of 80% to 90% of those using each kind of material find it useful or extremely useful. Within this range, the lowest proportions are for those using government publications (81%) or manuscripts (81%), and the highest represent those using posters or playbills (89%), microfilm (89%) or maps (88%). A few figures fell outside of this 80% to 90% range. The single largest proportion of those rating materials "useful" or "extremely useful" is that of users of phonograph records (95%), and the lowest proportions are of those who used pictures or prints (76%) or photographs (75%).

In summary, patrons of The New York Public Library Research Libraries find necessary materials which are useful or extremely useful. Materials are rarely not useful and are unavailable only a small fraction of the time.

Table 37

USEFULNESS OF STAFF

	General User (N=8,815)	Special Collections (N = 509)	Allen and Wertheim Rooms (N = 56)
Extremely useful	49.0%	56.2%	51.8%
Useful	34.6	32.2	37.5
Partially useful	8.6	7.3	8.9
Not useful	3.8	1.8	0.0
No opinion	3.9	2.6	1.8

Table 38

USEFULNESS OF MATERIALS

	General User (N=17,203)	Photo Mail (N = 832)	Special Collections[a] (N = 534)	Allen and Wertheim Rooms[b] (N = 63)
Extremely useful	51.5%	46.8%	69.3%	90.5%
Useful	32.2	43.9	20.4	4.8
Partially useful	9.8	7.1	7.5	4.8
Not useful	3.1	1.0	1.5	0.0
No opinion	3.4	1.3	0.9	0.0

[a] Eight percent indicated that they planned to use some library materials but found them unavailable.

[b] Twenty-five percent of these patrons indicated that desired materials were unavailable.

Table 39

USEFULNESS OF MATERIALS TO PATRONS WITH VARIOUS PURPOSES[a]

	General User[b] (N=17,082)	Photo Mail[b] (N = 824)
Useful or extremely useful		
Pursue academic work	83.8%	88.8%
Specific business project	82.5	90.7
General materials related to business	86.2	92.3
Individual research	89.2	97.7
Personal interest	81.7	90.6
Partially useful		
Pursue academic work	10.4	6.7
Specific business project	11.7	7.5
General material related to business	9.2	5.8
Individual research	8.2	2.3
Personal interest	8.2	3.1
Not useful		
Pursue academic work	3.5	4.5
Specific business project	3.8	0.5
General material related to business	3.4	1.0
Individual research	0.7	0.0
Personal interest	2.9	0.0

[a] Categories of "purpose" differed for the Special Collections questionnaire. Results, briefly, are the following: the vast majority of patrons of all purposes found materials useful or extremely useful. Patrons doing research for a thesis were a little more likely than those doing research for publication or other purposes to find materials partially useful or not useful. The differences are so minor that the aforementioned trend is unaffected by these slight variations.

[b] Totals may not reach 100% because the category "no opinion" is omitted.

Instead of asking patrons to rate the usefulness of the materials, the Dudly L. Parsons Company survey of The Research Libraries asked whether users had been successful in finding the materials they wanted. As shown below, almost three-quarters of the respondents to this 1956 questionnaire had been completely successful.[38]

	Percent of respondents
Found needed materials	74.3%
Found part of needed materials	20.2
Did not find needed materials	5.5

It is also interesting to note that more than one out of five general users who find the staff not useful (21.1%) also find materials not useful, whereas fewer than one in 27 (3.6%) who find the staff useful or extremely useful find materials not useful.

In what ways does The Research Libraries staff assist patrons? Table 40 reveals the broad answer. General users most often ask for guidance on locating materials. They are about evenly distributed in the other four categories--advice on finding listings, use of locator tools, answers to reference questions and other assistance--but with a slightly smaller percentage requesting advice about listings. The biggest single proportion of photo walk-in patrons asked for guidance on where to find specific materials, and another large proportion asked for help in finding general materials appropriate to their subject. As with general users, the remainder of these patrons are relatively evenly distributed in the other categories, again with the smallest percentage requesting advice on how to find listings of materials.

When considering use of staff by general users with different purposes in visiting the Libraries, only a few minor variations are noticeable. Patrons pursuing academic work or independent research ask the staff for guidance on where to find materials proportionately less often (47% and 46% respectively) than patrons with other purposes, while those with a general business interest ask the staff for such guidance more often (60%). Proportionately fewer of those pursuing academic work or a personal interest request advice about listings of materials (14% and 16%) while more of those pursuing individual research (24%) need this kind of assistance. The range of percentages is not great, however, and the data do not indicate major differences in the use of staff.

A cross-tabulation of "use of staff" by "usefulness of staff" showed no relationship of the two variables for general users. A cross-tabulation of "use of staff" by "frequency of visits" showed that proportionately more general users asking a particular reference question are frequent visitors than are patrons requesting other kinds of staff assistance.

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[38] Op. cit., p. 15.

Table 40

REASON FOR CONSULTING LIBRARIAN[a]

	General User[b] (N=9,885)	Photo Walk-in[b] (N = 508)
Guidance on finding materials	51.4%	31.1%
Advice on how to find listings of materials	16.0	14.2
Help in using card catalog, guides, etc.	19.8	18.7
Answer to reference question	20.7	-[c]
Some other assistance	21.7	19.5

[a] Totals exceed 100% because of multiple responses.

[b] This number represents more than half of the general users (51.2%), and the number 508 represents more than half of the photo walk-in patrons (50.2%). By contrast fewer than half of the patrons of central libraries in New York State (43%) consulted a librarian for any reason and 40-45% in Haygood's study of The Research Libraries asked for aid from a staff member.

[c] This alternative was not present on the questionnaire. Instead, the category "Guidance on where to find specific material" was included, and was checked by 44% of the patrons.

Do patrons with academic purposes vary in their use of staff? The answer is "yes," to some degree. Patrons preparing for a degree are the most likely to request guidance to materials appropriate to their subject, and least likely to ask specific reference questions. Patrons involved in teaching duties are most likely to ask specific reference questions or to seek help in using the card catalog or other guides, and are least likely to request advice on how to find listings of appropriate materials.

Chapter IV

THE EFFECTS OF PATRON CHARACTERISTICS ON USE OF THE RESEARCH LIBRARIES

Whereas the previous two chapters dealt with patron characteristics and patterns of use as two distinct areas, the present chapter examines the interrelationships of these variables.

PATRON STATUS AND USAGE

The first area to be discussed is that of the relationships of patron status to patterns of use. Do patrons in various status categories differ in their usage of The New York Public Library Research Libraries? Table 41 provides an answer to this question in terms of frequency of visits.

General users who are faculty, students or self-employed professionals are more likely to be frequent users than patrons in other categories. The trend is especially pronounced for faculty members. Available data for photo mail patrons show that those employed by a private company are more likely to make frequent requests for mailed photocopy. Photo walk-in patrons in all status categories have material photocopied infrequently rather than frequently.

A cross-tabulation performed on the general user data showed that a greater proportion of Armed Forces personnel and faculty members than those in other status groups arrive in the morning, more schoolteachers than others arrive in the afternoon and more of those classified as "other" come in the evening. Moreover, all patrons in academic occupations were far more likely than patrons in other occupations to spend long periods of time (two or more hours) at The Research Libraries.

Why do patrons of various occupations visit The Research libraries? For all three services presented in Table 42, as would be expected, most of those in academic occupations are visiting for academic purposes. Self-employed professionals, employees of private companies and employees of non-profit organizations are most likely to be visiting for business purposes. Among general users, those who are faculty members, those employed by non-profit organizations, and self-employed professionals are the most likely users to be pursuing individual research. Those users employed by non-profit firms are also more likely than others in these major status categories to be pursuing a personal interest. For photo mail users, the persons most likely to be undertaking independent research are college and university faculty, and self-employed professionals. This latter group is, among users of the photo walk-in service, more likely than others to be engaged in independent research. Among photo mail users, all are equally likely to be pursuing a personal interest; while for photo walk-in users, those employed by a non-profit firm are the most likely of these patrons to be pursuing personal interests.

Table 41

FREQUENCY OF VISITS BY PATRONS IN SELECTED STATUS CATEGORIES

	General User (N=18,207)	Photo Mail (N = 787)	Photo Walk-in (N = 955)
Frequent visits[a]			
Faculty	58.7%	12.1%	21.8%
Student	46.2	0.0	14.5
Schoolteacher	42.7	-[e]	13.1
Employed by non-profit organization	39.8	-[e]	11.5
Self-employed professional	50.4	34.5	27.4
Employed by private company	35.7	47.3	17.3
Government employee	-[d]	9.1	0.0
Infrequent visits[b]			
Faculty	33.7	42.4	28.7
Student	36.4	21.7	27.8
Schoolteacher	45.3	-[e]	31.6
Employed by non-profit organization	46.4	-[e]	42.3
Self-employed professional	42.0	48.3	39.3
Employed by private company	51.4	40.2	29.7
Government employee	-[d]	53.5	38.1
First or second visit[c]			
Faculty	7.6	45.5	49.5
Student	17.4	78.3	57.7
Schoolteacher	12.0	-[e]	55.3
Employed by non-profit organization	13.8	-[e]	46.2
Self-employed professional	7.6	17.2	33.3
Employed by private company	12.9	12.5	53.0
Government employee	-[d]	37.4	61.9

[a] "Frequent visits" includes "Daily or several times a week" and "Weekly or several times a month."

[b] "Infrequent visits" includes "About once a month" or "Less often."

[c] This category is included for completeness. There is no discussion concerning these "new" patrons, since it is not known whether they are "one-time users" or to become regular users. Consequently, these cannot be said to exhibit usual patterns of library usage.

[d] This category was added to the second printing of the general user questionnaire which was used for the last half of the survey. About 3% of the general users were government employees.

[e] There are too few cases in this category to permit valid comparisons.

Table 42

PURPOSE OF VISITS BY PATRONS IN SELECTED STATUS CATEGORIES[a]

	General User (N=18,463)	Photo Mail (N = 826)	Photo Walk-in (N = 953)
To Pursue academic work			
Faculty	70.7%	66.2%	81.6%
Student	84.9	-[c]	73.1
Schoolteacher	57.4	-[c]	71.1
Employed by non-profit organization	23.8	-[c]	7.7
Self-employed professional	7.8	0.0	12.5
Employed by private firm	13.9	1.1	6.4
Business purposes[b]			
Faculty	17.5	23.5	17.2
Student	6.5	-[c]	17.6
Schoolteacher	17.3	-[c]	5.2
Employed by non-profit organization	48.1	-[c]	69.2
Self-employed professional	70.7	71.9	76.4
Employed by private firm	59.2	98.4	77.4
To pursue individual research			
Faculty	20.1	19.1	10.3
Student	6.3	-[c]	3.5
Schoolteacher	15.9	-[c]	10.5
Employed by non-profit organization	21.5	-[c]	7.7

[a] Totals may exceed 100% because of multiple responses.

[b] Includes "To undertake a specific project for my business" and "To locate general material related to my business." For photo mail users, this category includes "In connection with a research or development project for my business, job or firm" and "To find general material related to the field of my business, job or firm." The alternative "To find the answer to a specific question related to my business, job or firm" yielded the following responses: faculty, 2.9%; student, 0.0%; employed by non-profit organization, 9.1%; self-employed professional, 29.8%; employed by private firm, 20.8%.

[c] The number of cases is too small to permit meaningful comparisons.

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Table 42
(continued)

	General User (N=18,463)	Photo Mail (N = 826)	Photo Walk-in (N = 953)
Self-employed professional	20.1%	17.5%	16.2%
Employed by private firm	15.4	1.2	10.8
To pursue a personal interest			
Faculty	9.7	4.4	6.9
Student	13.9	-[c]	9.7
Schoolteacher	19.0	-[c]	13.2
Employed by non-profit organization	32.1	-[c]	28.8
Self-employed professional	24.9	3.5	8.1
Employed by private firm	26.8	1.2	12.2

[c] The number of cases is too small to permit meaningful comparisons.

Considering now only faculty members and students, do the academic purposes of their visits vary? Table 43 shows that there are consistent variations across all three surveys presented. First, proportionately more faculty members than students are using the Libraries in connection with teaching duties or research not connected with work for a degree, the latter being especially noticeable for the photo mail service. Second, proportionately more students than faculty members are doing research connected with work for an advanced degree (especially pronounced for the photo mail service, although the number of cases is small) or a bachelor's degree (excluding the photo mail service which has no patrons in this category).

Table 43

ACADEMIC PURPOSES OF VISITS MADE BY FACULTY AND STUDENTS

	General User (N=7,309)	Photo Mail (N = 84)	Photo Walk-in (N = 276)
Teaching duties			
Faculty	10.0%	11.1%	11.7%
Student	0.3	0.0*	0.5
Research not connected with work for a degree			
Faculty	51.4	69.8	54.5
Student	12.1	9.5*	22.1
Research connected with work for an advanced degree			
Faculty	30.8	14.3	23.4
Student	36.1	76.2*	36.7
Research connected with work for a bachelor's degree			
Faculty	0.1	0.0	0.0
Student	30.8	0.0*	13.6

* The number of cases is small and percentage figures must be used with caution.

Are patrons in certain status categories more or less likely to have a specific item in mind when they come to The Research Libraries? General user faculty members are the least likely among all patrons to have indicated they are looking for "material on a particular subject but uncertain as to the title, author, periodical, etc.," and most likely to be seeking specific materials. Teachers are also quite likely to be seeking specific materials.

What kinds of materials were used by patrons in these status groups? As Appendix A indicates, trends are noticeable only for general users in the use of books and monographs. Proportionately more of those in academic categories than in any other utilize books and monographs.

Asking the same question of users of the Special Collections demonstrates more variation in use, as shown in Appendix D. Of the four groups for which enough data are available (students, faculty, self-employed professionals and employees of a private company), patrons employed by a private company are consistently the most frequent users of books and monographs, maps, pamphlets, periodicals, photographs and slides, pictures and prints, and posters and playbills. Self-employed professionals rank second in especially frequent usage of books and monographs, maps, photographs and slides, and pictures and prints, but are especially infrequent users of pamphlets and periodicals. Faculty members are exceptionally frequent users of manuscripts.

Patron status for users of The Photographic Service somewhat affects the number of other libraries tried prior to visiting The Research Libraries, as may be seen in Table 44. Business respondents (employees of non-profit organizations or private companies, and self-employed professionals) are less likely than academic patrons to have tried other libraries. Government employees using the photo mail service are the patrons exceptionally prone to having tried one or two other libraries first.

Table 45 shows specific types of libraries tried by general users for the information they were seeking at The Research Libraries. Patronage of public libraries in New York City is fairly constant for people of all occupations except faculty members, who are very unlikely to use public libraries in New York City. Employees of private companies and non-profit organizations tend to use public libraries outside New York City to a greater degree than patrons in other occupations. Academic patrons, especially faculty members, are far more likely to use college or university libraries. Finally, those most likely to use "other unspecified libraries" are faculty members and employees of private companies or non-profit organizations.

Table 44

NUMBER OF OTHER LIBRARIES TRIED BY PATRONS IN SELECTED STATUS CATEGORIES

	Photo Mail (N = 797)	Photo Walk-in (N = 935)
One or two other libraries		
Faculty	40.0%	29.8%
Student	-*	30.1
Employed by non-profit organization	-*	21.2
Self-employed professional	24.1	18.6
Employed by private firm	32.2	23.3
Government employee	59.1	-*
Three or more other libraries		
Faculty	20.0	11.9
Student	-*	10.2
Employed by non-profit organization	-*	3.8
Self-employed professional	1.7	2.2
Employed by private firm	6.5	3.8
Government employee	9.1	-*
No other libraries		
Faculty	40.0	58.3
Student	-*	59.7
Employed by non-profit organization	-*	75.0
Self-employed professional	74.1	79.1
Employed by private firm	61.2	72.9
Government employee	31.8	-*

* The number of cases is too small to permit meaningful comparisons.

Table 45

TYPES OF OTHER LIBRARIES TRIED BY GENERAL USERS IN SELECTED STATUS CATEGORIES
(N = 6,022)

Patron Status	Public Library in New York City	Public Library Outside New York City	College or University Library	Other Unspecified Libraries
Faculty	19.5%	11.8%	69.8%	23.1%
Student	47.9	12.0	58.5	10.0
Schoolteacher	57.7	13.4	50.7	10.4
Employed by non-profit organization	49.3	18.3	27.5	26.8
Self-employed professional	55.6	13.3	19.5	20.3
Employed by private firm	52.0	21.7	17.7	13.3

The data collected reveal only minor variations in the usefulness of staff and materials to patrons in various status groups; the variables are, for all practical purposes, unrelated. The general trend in the usefulness of staff and materials noted previously holds true here regardless of patron status: the majority finds the staff and materials useful and a minority finds them not useful. A table showing patron ratings on usefulness of staff for general users in different status categories may be found in Appendix A. Table 46 presents usefulness of materials to general user and photo mail patrons in selected status categories.

Table 47 shows that general user faculty members tend to deviate most from the patterns followed by other such patrons in their reasons for consulting a librarian. In the most frequently checked category (guidance on how to find materials or listings), faculty members are the least apt to appear, while all other general users appear to a roughly comparable degree. Faculty members, followed by self-employed professionals, are more likely than general users in other status categories to be requesting an answer to a specific reference question. Schoolteachers, more so than other general users, request "some other assistance." Among photo walk-in patrons, Table 47 shows that proportionately more government employees request guidance on how to find materials or listings or help in using the catalog and other guides than is true of such patrons in any other status category. Faculty members and employees of non-profit organizations, more so than others, request "some other assistance." Self-employed professionals are the group most likely to seek guidance on finding specific materials.

Table 46

USEFULNESS OF MATERIALS TO PATRONS IN SELECTED STATUS CATEGORIES

	General User (N=16,967)	Photo Mail (N = 825)
Useful or extremely useful		
Faculty	89.6%	91.4%
Student	82.1	82.6
Schoolteacher	85.8	88.8
Employed by non-profit organization	82.9	-[b]
Self-employed professional	87.0	91.4
Employed by private firm	83.4	90.7
Government employee	-[a]	89.6
Partially useful		
Faculty	7.1	7.2
Student	10.2	4.3
Schoolteacher	12.5	0.0
Employed by non-profit organization	11.2	-[b]
Self-employed professional	9.7	5.2
Employed by private firm	10.0	7.7
Government employee	-[a]	10.4
Not useful		
Faculty	2.3	1.4
Student	3.7	8.7
Schoolteacher	0.7	0.0
Employed by non-profit organization	2.8	-[b]
Self-employed professional	1.5	1.7
Employed by private firm	3.8	0.5
Government employee	-[a]	0.0

[a] This category was added to the general user questionnaire for the second printing. Because not all respondents had the opportunity to choose this alternative, it is omitted here.

[b] The number of cases is too small to permit meaningful comparisons.

Table 47

REASONS FOR PATRONS IN SELECTED STATUS CATEGORIES TO CONSULT LIBRARIAN

	General User (N=9,705)	Photo Walk-in (N = 481)[a]
Guidance on how to find materials or listings		
Faculty	44.8%	37.0%
Student	63.7	41.1
Schoolteacher	70.2	-[c]
Employed by non-profit organization	71.5	46.7
Self-employed professional	69.0	48.3
Employed by private firm	72.1	42.8
Government employee	-[b]	70.5
Help in using catalog or other guides		
Faculty	22.5	11.1
Student	19.2	14.3
Schoolteacher	21.1	-[c]
Employed by non-profit organization	22.8	30.0
Self-employed professional	21.7	21.4
Employed by private firm	19.0	13.3
Government employee	-[b]	35.3
Answer to a particular reference question		
Faculty	29.4	-[d]
Student	22.0	-[d]
Schoolteacher	15.1	-[d]
Employed by non-profit organization	24.9	-[d]
Self-employed professional	28.0	-[d]
Employed by private firm	16.1	-[d]
Government employee	-[b]	-[d]

[a] An alternative presented only on the photo walk-in questionnaire, "Guidance on where to find specific material" yielded the following responses: student, 39.3%; faculty, 29.6%; employed by non-profit organization, 33.3%; self-employed professional, 55.4%; employed by private firm, 49.7%; government employee, 35.3%.

[b] This category was added to the general user questionnaire for the second printing. Because not all respondents had a chance to respond to this alternative, it is not included here.

[c] The number of cases is too small to permit meaningful comparisons.

[d] Not asked on questionnaire for users of the photo walk-in service.

(continued on next page)

Table 47
(continued)

	General User (N=9,705)	Photo Walk-in (N = 491)
Some other assistance		
Faculty	21.5%	29.6%
Student	21.6	16.1
Schoolteacher	29.4	–[c]
Employed by non-profit organization	16.4	26.7
Self-employed professional	20.6	16.1
Employed by private firm	21.6	18.5
Government employee	–[b]	17.6

[b] This category was added to the general user questionnaire for the second printing. Because not all respondents had a chance to respond to this alternative, it is not included here.

[c] The number of cases is too small to permit meaningful comparisons.

Dividing photo mail patrons into the two broad status categories of "academic" and "business," the available data indicate that business-oriented patrons are far more likely to use a Deposit or Billing Account than are patrons in academic occupations.

ACADEMIC DEGREE HELD AND USAGE

This section deals with the patterns of use as affected by the academic degree held by the patrons. Is "degree held" related to certain patterns of usage? Table 48 provides data bearing on this question.

As is evident from this table, general users with various degrees do differ in their purposes of visit. Patrons with a professional degree are less likely to be pursuing academic work than patrons with other degrees, and are more likely to be undertaking a specific business project or pursuing a personal interest than other patrons. Those with a doctorate are more likely than others to be pursuing individual research, although the largest single proportion of persons holding the doctorate are engaged in academic work at The Research Libraries. Users with a master's are most likely to be pursuing academic work.

The only trend for photo mail users in Table 48 is that those with a professional degree are less likely than others to be undertaking a specific business project or pursuing academic work and those with a degree below the bachelor's are more likely than others to be pursuing a personal interest.

Photo walk-in patrons with a doctorate or master's are far more likely than others to be pursuing academic work, and less likely to be undertaking a specific business project. Again, those with a doctorate tend to pursue individual research more so than patrons with other academic degrees, while those with a professional degree are likely to be working on a specific business project. Users with a degree below a bachelor's are more likely than others to want photocopy in connection with a personal interest.

Different "purposes" were presented on the Special Collections questionnaire. The data in Appendix D indicate that patrons with a doctorate are most likely of all such patrons to be conducting research for publication, and least likely of all such patrons to be at The Research Libraries for reasons other than a thesis or research. Patrons with a master's degree are more likely than others to be doing research for a thesis. Those with a professional degree, a bachelor's degree or less are the most likely to be doing research for reasons other than a thesis or publication.

Do general user degree holders vary in time of arrival at The Research Libraries? Appendix A reveals a trend: the higher the degree, the more likely the patron is to arrive in the morning.

Table 48

PURPOSE OF VISIT BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES[a]

	General User (N=17,567)	Photo Mail[b] (N = 807)	Photo Walk-in (N = 922)
To pursue academic work			
Doctorate	46.6%	14.3%	53.8%
Master's degree	51.6	13.5	48.4
Professional degree	18.6	1.8	16.9
Bachelor's degree	44.7	9.9	30.5
Degree below bachelor's	46.1	7.7	25.5
To undertake specific business project			
Doctorate	22.2	76.7	29.2
Master's degree	19.9	74.3	32.1
Professional degree	36.7	60.9	61.8
Bachelor's degree	23.1	76.5	49.1
Degree below bachelor's	18.3	71.8	35.9
To locate general material related to business			
Doctorate	12.9	12.6	10.4
Master's degree	12.7	13.5	6.5
Professional degree	13.2	12.7	9.0
Bachelor's degree	13.1	9.9	8.5
Degree below bachelor's	13.9	12.8	11.4
To pursue individual research			
Doctorate	22.1	4.0	16.0
Master's degree	14.2	5.9	10.2
Professional degree	17.9	6.4	7.9
Bachelor's degree	13.4	4.2	10.4
Below bachelor's degree	14.2	5.1	12.5
To pursue personal interest			
Doctorate	19.4%	0.9%	9.4%
Master's degree	16.8	3.2	9.3
Professional degree	25.2	0.9	9.0
Bachelor's degree	20.9	5.6	11.9
Degree below bachelor's	23.7	17.9	21.2

[a] Total may exceed 100% because of multiple responses.

[b] Patrons who checked the additional category, "To find the answer to a specific question related to my business, job or firm," are distributed as follows: doctorate, 11.7%; master's, 18.5%; professional, 34.5%; bachelor's, 16.4%; and below bachelor's, 14.3%.

Do general user degree holders vary in terms of the length of their visits? As the detailed data presented in Appendix A show, those with a professional degree or a degree below the bachelor's are more likely than other degree holders to make short visits (i.e., two hours or less) to The Research Libraries. General users with a master's degree or doctorate are more likely than other degree holders to make very long visits (i.e., more than four hours).

Since patrons with various degrees do vary in terms of their time of arrival and length of visit, one wonders whether they also vary in the frequency of use of The Research Libraries. Table 49 indicates that general users with a doctorate or master's degree tend to be more frequent visitors than such patrons who hold other degrees. More of those with a professional degree or a degree below the bachelor's are infrequent visitors. Photo mail patrons with a professional degree write in more frequently, while those with a doctorate are most likely to write in infrequently. Photo walk-in patrons with a doctorate are more likely than other degree holders to be frequent visitors, while those with a master's or professional degree are the most likely of photo walk-in patrons to be infrequent users.

One of the cross-tabulations in Appendix B shows the effects of academic degree on the kinds of materials sought at the Libraries. Photo walk-in patrons with a doctorate were more likely than any other degree holders to be looking for a specific title, author or periodical. Those with a degree below the bachelor's were more likely than other degree holders to be looking for general materials on a particular subject without being certain as to the title, author or periodical.

What is the comparative frequency of usage of certain materials by various degree holders? Table 50 indicates that only about half of the general users with a professional degree or degree below the bachelor's used books or monographs, while greater proportions of the other degree holders did. General users with a degree below the bachelor's used periodicals the least of anyone. Government publications were used most by those general users with a professional degree and least by those with a degree below bachelor's. The table also shows that more of the general user patrons with a bachelor's or master's degree used the card catalog than did others.

Photocopies of books and monographs were needed especially frequently by photo walk-in patrons with a doctorate and noticeably infrequently by patrons with a professional degree. The only other large difference among photo walk-in patrons occurs in the area of government publications, where proportionally more holders of professional degrees utilize them than is true of patrons in other degree categories.

Special Collections' patrons with a bachelor's degree make the heaviest use of materials in all three categories. Proportionately fewer of these patrons with a professional degree or degree below the bachelor's use periodicals than is true of other users of the Special Collections.

Table 49

FREQUENCY OF USE BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES

	General User (N=17,302)	Photo Mail (N = 769)	Photo Walk-in (N = 921)
Frequent visits[a]			
Doctorate	50.8%	39.5%	26.6%
Master's degree	54.6	36.0	18.2
Professional degree	38.4	54.6	14.6
Bachelor's degree	46.0	32.8	16.3
Degree below bachelor's	27.5	43.6	12.1
Infrequent visits[b]			
Doctorate	43.4	46.9	32.4
Master's degree	36.3	40.8	41.6
Professional degree	49.7	38.0	36.0
Bachelor's degree	41.7	37.9	30.5
Degree below bachelor's	48.4	30.7	23.6
First or second visit[c]			
Doctorate	5.8	13.6	41.0
Master's degree	9.1	23.2	40.2
Professional degree	11.9	7.4	49.4
Bachelor's degree	12.3	29.3	53.2
Degree below bachelor's	24.2	25.7	64.3

[a] "Frequent" usage is defined as use of the Libraries several times a month or more.

[b] "Infrequent" usage is defined as use of the Libraries once a month or less often.

[c] This category is included in the table for completeness. There is no discussion concerning these new patrons, since it is not known whether they are "one-time patrons" or to become regular users. Consequently, they cannot be said to exhibit usual patterns of library usage.

Table 50

KINDS OF MATERIALS USED BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES

	General User (N=16,555)	Photo Walk-in (N = 923)	Special Collections (N = 518)
Books and monographs			
Doctorate	65.6%	57.5%	58.9%
Master's degree	64.0	46.5	61.8
Professional degree	51.5	23.9	72.7
Bachelor's degree	59.8	40.0	75.5
Degree below bachelor's	52.5	30.4	70.0
Government publications			
Doctorate	7.2	7.5	2.8
Master's degree	9.4	9.3	4.7
Professional degree	11.8	17.0	0.0
Bachelor's degree	8.0	11.5	8.0
Degree below bachelor's	5.8	10.3	6.7
Periodicals			
Doctorate	37.9	38.7	21.5
Master's degree	36.9	36.7	20.0
Professional degree	37.5	31.8	13.6
Bachelor's degree	40.0	36.7	23.9
Degree below bachelor's	32.1	26.6	10.0
Card catalog			
Doctorate	39.9	-*	-*
Master's degree	47.8	-*	-*
Professional degree	34.8	-*	-*
Bachelor's degree	47.6	-*	-*
Degree below bachelor's	37.2	-*	-*

* This category was not included on the questionnaire for patrons of the photo walk-in service or the Special Collections.

The least use of these three major categories of materials by all patrons of the Special Collections is of government publications. Figures range from usage by 8% of bachelor's degree holders to none of the professional degree holders.

Table 51 reports the number of other libraries tried previously by certain patrons of The Research Libraries holding particular academic degrees. The majority of general users, photo mail patrons and photo walk-in patrons in all degree categories tried no other libraries, and this is especially noticeable for patrons with a professional degree. Among general users, a minority tried three or more other libraries but proportionately more of those with a doctorate fell into this category than did other general users. Moreover, a greater proportion of those with a degree below the bachelor's tried one or two other libraries than was true of other general user patrons. Of those patrons using the photo mail service, a greater proportion of those with a doctorate tried one or two other libraries than was true of other degree holders. Finally, it may be seen that of those photo walk-in patrons who had tried other libraries before coming to The Research Libraries, proportionally more held a doctorate or master's degree.

Data from the users of the Special Collections are not included in Table 51 because the questionnaire these patrons completed asked the names of other libraries they had tried previously. Appendix D shows that those most likely to have tried other libraries are holders of a doctorate or master's degree, while professional degree holders and those with "other" degrees are least likely to have attempted to find the needed materials at another library first.

An analysis of the use of staff by patrons holding various degrees was performed for the photo walk-in service. Those with a professional degree were most likely of all degree holders to ask the staff for help in finding specific materials, while holders of doctorates were the least likely to seek this kind of aid. Patrons with a doctorate or master's degree were least likely of all degree holders to ask for guidance to general materials appropriate to their subject. For "some other assistance" furnished by the librarian in locating materials for photocopy, proportionately more of those with a doctorate or degree below the bachelor's requested this kind of assistance than did patrons in other degree categories.

ACADEMIC AFFILIATION AND USAGE

In order to determine whether patrons with various academic institutional affiliations vary in their patterns of use of The Research Libraries, a number of cross-tabulations were performed. These are discussed below.

Using the combined categories found in Table 52, general users affiliated with "all other institutions" are the least likely to be frequent visitors and the most likely to be making a first or second visit to The Research Libraries.

Table 51

NUMBER OF OTHER LIBRARIES TRIED BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES

	General User (N=16,826)	Photo Mail (N = 779)	Photo Walk-in (N = 905)
One or two other libraries			
Doctorate	30.6%	42.7%	27.9%
Master's degree	28.6	31.3	27.1
Professional degree	16.3	22.1	21.8
Bachelor's degree	30.9	34.6	23.1
Degree below bachelor's	36.2	-[b]	24.0
Three or more other libraries			
Doctorate	10.6	8.0	9.6
Master's degree	4.0	12.5	10.8
Professional degree	5.4	3.6	5.8
Bachelor's degree	4.3	9.6	6.5
Degree below bachelor's	2.5	-[b]	3.4
No other libraries[a]			
Doctorate	58.7	49.3	62.5
Master's degree	67.4	56.2	62.1
Professional degree	78.2	74.3	72.4
Bachelor's degree	64.8	55.8	70.4
Degree below bachelor's	61.3	-[b]	72.6

[a] Patrons of the Special Collections were asked to write in their responses. Since it could not be determined whether a blank meant "none" or that the question was skipped no data are given.

[b] The number of cases is too small to permit meaningful comparisons.

Table 52

FREQUENCY OF USE BY PATRONS AFFILIATED WITH SELECTED ACADEMIC INSTITUTIONS[a]

	General User (N=7,070)	Photo Walk-in (N = 282)
Frequent visits		
CUNY and SUNY	53.3%	17.6%
Five selected private institutions	56.1	16.7
Rutgers University	54.3	–[b]
All other institutions	42.5	17.6
Infrequent visits		
CUNY and SUNY	34.5	31.1
Five selected private institutions	35.4	38.2
Rutgers University	34.4	–[b]
All other institutions	36.5	19.4
First or second visit		
CUNY and SUNY	12.2	51.3
Five selected private institutions	8.5	45.1
Rutgers University	11.3	–[b]
All other institutions	21.0	63.0

[a] In this and succeeding tables "Five selected private institutions" includes Columbia, Fordham, L.I.U., N.Y.U., and St. John's. "All other institutions" includes all colleges and universities, public and private that are not included in the other categories in the table. Rutgers University is listed separately because it is the only institution specifically named on the questionnaire that is not located in New York State.

[b] The number of cases is too small to permit meaningful comparisons.

Patrons identifying with CUNY, SUNY, Columbia, Fordham, L.I.U., N.Y.U., St. John's and Rutgers are most likely to be frequent visitors. Once again, the effect of the variable "proximity" is noticeable here. The trend is different for photo walk-in patrons. Those affiliated with CUNY, SUNY and "five selected private institutions" are more likely to be infrequent visitors than is true of patrons affiliated with "all other institutions." Rather, this last group is more likely to make a first or second visit.

What was the general purpose photo walk-in patrons had in getting materials photocopied? Patrons affiliated with Columbia, Fordham, L.I.U., N.Y.U. and St. John's deviated from usage patterns of other patrons, as shown in Appendix B, in two ways: first, they were more likely to be photocopying materials in connection with academic work, and less likely to be engaged in individual research. Only one other group showed any deviation those representing "all other institutions" were more likely than other photo walk-in patrons to have materials photocopied in connection with a specific business project.

Does institutional affiliation affect student and faculty purposes in visiting the Libraries? As may be seen in Table 53, general users affiliated with the "five selected private institutions" differ from other patrons: they are more likely than others to be involved in research for an advanced degree, and less likely to be involved in any research not connected with work for a degree or with work for a bachelor's degree. Those users affiliated with Rutgers University are most likely to be doing research not connected with getting a degree. A number of differences appear for photo walk-in patrons. Those affiliated with CUNY and SUNY are more prone than others to be doing research connected with work for a bachelor's, and less likely than others to be engaged in non-degree work. Patrons affiliated with Columbia, Fordham, L.I.U., N.Y.U. and St. John's are most likely of all patrons to be doing research for an advanced degree. In all other respects, patronage is similar regardless of academic institutional affiliation.

Data on the number of other libraries tried by patrons from various academic institutions are shown in Table 54. General users associated with the privately controlled schools specified on the questionnaire are slightly more likely than others to have tried other libraries. Likewise, photo walk-in patrons affiliated with the "five selected private institutions" are more likely to try one or two other libraries than either patrons representing CUNY and SUNY or "all other institutions." Photo walk-in patrons affiliated with CUNY and SUNY are more likely than others to try no other libraries before coming to The Research Libraries. Those representing "all other institutions" tend to fall between these extremes.

Relationships of three other variables to academic institutional affiliation were investigated for general users: use of staff, usefulness of staff and usefulness of materials. The results indicate no significant relationships between these variables. That is, the three broad areas of institutional affiliation discussed (CUNY and SUNY, "five selected private institutions" and "all other institutions") do not vary with use of staff, or with judgments on the usefulness of staff or of materials. Some variations among patrons attending particular institutions are discussed in Appendix A.

Table 53

ACADEMIC PURPOSES OF STUDENTS AND FACULTY AFFILIATED WITH SELECTED INSTITUTIONS

	General User (N=7,016)	Photo Walk-in (N = 279)
Teaching duties		
CUNY and SUNY	1.3%	4.2%
Five selected private institutions	2.5	2.9
Rutgers University	3.1	-*
All other institutions	2.4	3.7
Research not connected with work for a degree		
CUNY and SUNY	21.6	20.8
Five selected private institutions	11.2	30.4
Rutgers University	36.6	-*
All other institutions	21.1	36.4
Research connected with work from advanced degree		
CUNY and SUNY	26.0	23.6
Five selected private institutions	61.6	50.0
Rutgers University	25.5	-*
All other institutions	26.0	27.1
Research connected with work for a bachelor's degree		
CUNY and SUNY	33.3	20.8
Five selected private institutions	16.5	2.0
Rutgers University	20.5	-*
All other institutions	27.8	8.4

* The number of cases is too small to permit meaningful comparisons.

Table 54

NUMBER OF OTHER LIBRARIES TRIED BY STUDENTS AND FACULTY AFFILIATED WITH SELECTED ACADEMIC INSTITUTIONS

	General User (N=6,935)	Photo Mail (N=107)	Photo Walk-in (N = 280)
One or two other libraries			
CUNY and SUNY	36.4%	-*	27.0%
Five selected private institutions	43.7	-*	36.0
Rutgers University	44.9	-*	-*
All other institutions	35.2	38.1%	27.7
Three or more other libraries			
CUNY and SUNY	8.4	-*	6.8
Five selected private institutions	4.2	-*	11.0
Rutgers University	8.2	-*	-*
All other institutions	9.6	23.8	13.9
No other libraries			
CUNY and SUNY	55.1	-*	66.2
Five selected private institutions	52.2	-*	53.0
Rutgers University	46.9	-*	-*
All other institutions	55.1	38.1	58.3

* The number of cases is too small to permit meaningful comparisons.

OCCUPATIONAL OR RESEARCH FIELDS AND USAGE

Do patrons of one occupational field patronize the Photographic Service more often than others? According to Table 55, photo mail patrons in the social sciences or creative arts are the least likely to write in frequently for photocopy, while those in the humanities or law are most likely to use this service frequently. Of photo walk-in patrons, patrons in the creative arts are more likely than others to be frequent visitors and those in fields in science are the least likely to visit often.

Table 55

FREQUENCY OF USE BY PATRONS IN VARIOUS OCCUPATIONAL FIELDS

	Photo Mail (N = 773)	Photo Walk-in (N = 906)
Frequent visits		
Sciences	38.0%	10.8%
Social sciences	3.7	14.3
Humanities	53.6	17.2
Creative arts	13.9	24.2
Business/commerce	34.2	18.1
Law	50.0	19.1
Infrequent visits		
Sciences	44.6	33.3
Social sciences	55.5	33.8
Humanities	24.5	32.2
Creative arts	33.4	38.9
Business/commerce	38.3	28.8
Law	46.9	26.2
First or second visit		
Sciences	17.4	55.9
Social sciences	40.8	51.9
Humanities	21.9	50.6
Creative arts	52.7	36.9
Business/commerce	27.5	53.1
Law	3.1	54.7

Why do patrons in various occupational fields visit the Libraries? Table 56 shows that general users in the social sciences or humanities are more likely than any others to be pursuing academic work. The same is true, but to a lesser degree, for patrons in the sciences or law. As would be expected, patrons in business or commerce and in administration are visiting The Research Libraries for business-oriented purposes. Those in the creative arts are more likely than general users in other fields to be pursuing individual research.

The latter circumstance is also true of photo mail patrons. Photo mail patrons in the social sciences are most likely to be requesting photocopy as a part of their academic work, while those in the sciences, business or commerce and law are least likely to be doing so. Instead, these patrons (especially those in the sciences) are usually undertaking a specific business project, (as are those in the humanities).

Photo walk-in patrons in the social sciences are most likely to be pursuing academic work, which is also true of the majority of those in the humanities. Patrons in business or commerce and law (not unexpectedly) have various business-oriented purposes for visiting The Research Libraries.

Available data for patrons of the Special Collections show that patrons in business or commerce and the creative arts are more likely than those in other fields to be oriented toward research for publication or purposes other than a thesis or research. By contrast, patrons in the social sciences and humanities are more likely than other groups to be doing research for a thesis when using the Special Collections.

What kinds of materials were used by photo walk-in patrons? As shown in Appendix B, those in the sciences and law used patents more than others. Patrons in the field of law were also more likely than others to use government publications, but ranked relatively low in usage of books and monographs, as did those in business or commerce. Patrons in the creative arts are most likely of all patrons to use pictures and least likely to use periodicals.

Little data are available for "type of photo service ordered" and the occupational fields for photo mail patrons, but one fact nevertheless is clear when comparing usage of those in the sciences with that of those in the humanities: those in the humanities (85%) are less likely than those in the sciences (99%) to utilize the xerography service, but are more likely to request microfilm (10%) than are those in the sciences (1%).

Similarly, data on the effects of occupational field on the number of items ordered and the number filled for photo mail patrons are limited. Indications are that no relationship exists between these variables; i.e., the number of items ordered and filled is unaffected by the photo mail patron's occupational field.

Table 56

PURPOSE OF VISIT BY PATRONS IN VARIOUS OCCUPATIONAL FIELDS[a]

	General User (N=17,209)	Photo Mail[b] (N = 811)	Photo Walk-in (N = 909)
To pursue academic work			
Sciences	44.0%	3.8%	30.0%
Social sciences	75.8	74.1[c]	74.4
Humanities	66.7	25.3	56.0
Creative arts	30.2	19.4	24.0
Business/commerce	24.9	1.3	6.9
Administration	27.8	–[d]	31.0
Law	35.9	0.0	16.7
To undertake specific business project			
Sciences	14.2	86.2	40.8
Social sciences	8.2	51.9[c]	16.7
Humanities	10.0	61.0	21.2
Creative arts	23.0	44.4	48.1
Business/commerce	31.6	76.3	62.7
Administration	29.9	–[d]	47.6
Law	23.7	60.6	67.9
To locate general material related to business			
Sciences	14.3	15.1	10.8
Social sciences	5.0	7.4[c]	5.1
Humanities	7.6	6.5	6.0
Creative arts	16.6	5.6	6.7
Business/commerce	16.5	11.8	12.7
Administration	18.9	–[d]	16.7
Law	17.5	14.9	7.1

[a] Totals may exceed 100% because of multiple responses.

[b] Those who checked the category, "To find the answer to a specific question related to my business, job or firm" are distributed in the following way: Sciences, 15.6%; Social sciences, 14.8%; Humanities, 7.8%; Creative arts, 5.6%; Business/commerce, 23.7%; Administration, 24.1%; and Law, 45.7%.

[c] The number of cases is small and percentage figures must be used with caution.

[d] The number of cases is too small to permit meaningful comparisons.

(continued on next page)

Table 56
(continued)

	General User (N=17,209)	Photo Mail (N = 811)	Photo Walk-in (N = 909)
To pursue individual research			
Sciences	16.9	1.5	15.0
Social sciences	9.9	14.8[c]	7.7
Humanities	12.5	9.1	10.0
Creative arts	22.0	30.6	16.3
Business/commerce	12.3	3.9	8.3
Administration	12.0	-[d]	16.7
Law	9.5	1.1	2.4
To pursue personal interest			
Sciences	26.2	1.3	10.8
Social sciences	11.6	7.4[c]	9.0
Humanities	16.9	5.2	14.0
Creative arts	26.6	16.7	14.4
Business/commerce	28.3	7.9	14.2
Administration	24.1	-[d]	16.7
Law	26.4	1.1	9.5

Is occupational field a variable affecting the number of other libraries tried by patrons of the Photographic Service before coming to The Research Libraries? The answer, as may be seen in Table 57, is that the majority of photo mail patrons in all fields except the social sciences did not try any other libraries at all. This is especially true of patrons in law, administration, and business or commerce. The majority of photo walk-in patrons also tried no other libraries. This is most pronounced for those in business or commerce, law and the creative arts, and least true for those in the social sciences or sciences.

KNOWLEDGE OF THE RESEARCH LIBRARIES' SOURCES OF SUPPORT

Only a few cross-tabulations were performed with the data on patrons' knowledge of the Libraries' sources of support. Photo mail patrons who made use of a deposit account were no more likely to know how the Libraries are supported than were those who did not. General user patrons with different purposes in using the Libraries did not vary significantly in the accuracy of their knowledge of The Research Libraries' sources of support. The number of items requested by photo mail patrons did not appear to be related to whether or not they were aware of the Libraries' sources of support. Finally, as Table 58 shows, there is no appreciable difference in usefulness of materials to patrons who do or do not know the sources of financial support of The Research Libraries. Table 59, on the other hand, shows that individuals who are frequent visitors are more likely to know the sources of support than infrequent visitors. This relationship is true for patrons of all three services for which data are available.

Table 57

NUMBER OF OTHER LIBRARIES TRIED BY PATRONS IN VARIOUS OCCUPATIONAL FIELDS

	Photo Mail (N = 783)	Photo Walk-in (N = 891)
One or two other libraries		
Sciences	41.4%	34.1%
Social sciences	55.5	29.5
Humanities	29.4	28.8
Creative arts	24.3	20.0
Business/commerce	24.4	17.5
Administration	20.6	26.2
Law	16.7	15.8
Three or more other libraries		
Sciences	7.0	7.5
Social sciences	18.5	11.6
Humanities	17.8	7.4
Creative arts	16.2	5.0
Business/commerce	7.6	3.0
Administration	3.4	4.8
Law	1.0	8.5
No other libraries		
Sciences	51.5	58.3
Social sciences	25.9	59.0
Humanities	52.7	63.8
Creative arts	59.5	75.0
Business/commerce	67.9	79.5
Administration	75.9	69.0
Law	82.3	75.6

Table 58

USEFULNESS OF MATERIALS TO PATRONS WHO KNOW OR DO NOT KNOW SOURCES OF SUPPORT

	General User (N=8,085)	Photo Mail (N = 813)
Useful or extremely useful		
Know sources	85.8%	93.7%
Do not know sources	82.0	89.0
Partially useful		
Know sources	8.8	5.1
Do not know sources	9.3	8.5
Not useful		
Know sources	2.6	0.7
Do not know sources	3.8	1.0

Table 59

KNOWLEDGE OF SOURCES OF LIBRARIES' SUPPORT BY FREQUENT AND INFREQUENT USERS

	General User (N=8,786)	Photo Mail (N = 776)	Photo Walk-in (N = 970)
Frequent visits			
Know sources of support	62.0%	47.7%	69.5%
Do not know sources of support	38.0	52.3	30.5
Infrequent visits			
Know sources of support	51.1	38.3	59.9
Do not know sources of support	48.9	61.7	40.1
First or second visit			
Know sources of support	31.2	14.7	40.1
Do not know sources of support	68.8	85.3	59.9

Chapter V

PROJECTIONS

This chapter discusses the future use of the general collections and of the Photographic Service of The Research Libraries. Unfortunately, the data that would be required to support detailed estimates of the total future patronage of The Research Libraries are not available. However, some indication of student use in the years ahead can be gained from an examination of projected enrollment figures for higher education. In addition, previous studies made by the Libraries on the use of the Photographic Service provide the basis for predicting the future use of this service by the business community.

NATIONAL POPULATION TRENDS[39]

In the 160 years between 1790 and 1950 the population doubled five times. The first three times this occurred it took 25 years; the fourth time it took 35 years; and, the fifth time it took 50 years. The population is currently growing at the rate of about 30 million every ten years and will total between 207 and 228 million by 1975, depending on the birth rate.

In addition, the present population is becoming more urbanized. While less than a third of the population lived in Standard Metropolitan Areas in 1900, by 1950 they contained 57% of the population. It is expected that by 1970 two-thirds of the American people will live in Standard Metropolitan Areas.

Although population increases are mainly in the metropolitan areas this increase is not uniform. Between 1940 and 1950 the growth ratio of outlying rings to the center city was 2.5 to 1. In the succeeding five-year period this ratio rose dramatically to 7 to 1. Thus, the growth of the suburbs in the future will far outstrip that of the cities proper.

The population in the center city has also changed ethnically. The American population is now about 10% Negro. In 1910, 89% of the

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[39] Nelson Associates, Inc., Public Libraries in the United States: Trends, Problems and Recommendations, A Report Prepared for the National Advisory Commission on Libraries, November, 1967. The information in this section was derived primarily from Philip Hauser's and Martin Tartel's chapter on "Population Trends--Prologue to Library Development" in Frank Schick's The Future of Library Service, Urbana, Illinois, University of Illinois Graduate School of Library Science, 1962, pp 13-73.

Negroes lived in the South. By 1960, more than a third lived in one of the following 18 cities: Atlanta, Baltimore, Chicago, Cincinnati, Cleveland, Dallas, Detroit, Houston, Los Angeles, Memphis, New Orleans, New York, Philadelphia, Pittsburgh, St. Louis, San Antonio, San Francisco, and Washington, D.C. This influx to the cities is also true of other minority groups.

In addition, the population is getting younger--even though the life span has increased. In 1960, six percent of the population was over 65. It is estimated that the number of persons in this category will increase 50% between 1960 and 1980. But because of the high birth rates in the Fifties the growth of the 18-29 year old age group will be 80% between 1960 and 1980.

The education level of the population is also rising. In 1940, the average person of 25 years or older had completed elementary school. By 1970 he will be a high school graduate. The expected increase in the number of college graduates in 1980 is 85% over the 1960 level.

LOCAL POPULATION TRENDS[40]

However, in view of the expected growth of population nationally, New York is somewhat anomalous. Although the national population of persons over the age of 65 between 1960 and 1980 is expected to increase less than the population between the ages of 18 and 29, the New York City projected increases in these categories are very similar (57% and 59% respectively).

In addition, the projected increases for New York City are not uniform. For the island of Manhattan (New York County), that area most proximally located to The Research Libraries, demographers predict that there will be a decrease in the population. For the 20-85+ year old group (those in the age groups eligible to use these resources), this decline will be about 14%, by 1980. Thus, in the immediate future the actual population in the geographic areas closest to The New York Public Library Research Libraries will decrease.

COLLEGE POPULATION PROJECTIONS

Since 35% of the actual users of The Research Libraries are students, an examination of trends in student population provides an index of the future use of the Libraries by one of its major patron groups. Although the total population of New York County will decrease between 1960 and 1980, the number in the college age group will increase by 5%.

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[40] The projections and statistics used in this section were taken from Demographic Projections for New York State Counties to 2020 A.D., Office of Planning Coordination, June 1968.

For the entire city, the increase in this age bracket will be approximately 7%.[41] It is difficult, however, to estimate the proportion of this group that will be in college in New York City because of (1) the increasing proportions of individuals in this age group who will be attending college in the future and (2) the lack of definite enrollment expansion plans on the part of private colleges in the metropolitan area.

A very rough estimate of the future total metropolitan college enrollment can be made from projections for New York State published by the State Education Department.[42] The full-time student enrollment for 1967 in the State of New York was approximately 401,300; in 1968, the expected enrollment was 425,300; in 1975 it is expected to reach 629,120; and in 1980, anticipated enrollment is 765,440 as shown in Table 60 below.

Table 60

FULL-TIME DEGREE CREDIT PLANNING PROJECTION[a]

	1968	1970	1975	1980
Undergraduate[b]	370,800	411,900	536,900	646,100
1st Professional	14,500	15,600	18,320	22,240
Graduate	40,000	50,700	73,900	97,100
Total	425,300	478,200	629,120	765,440

[a] Enrollment Projections, 1968-1980, NYS Higher Education, The State Education Department, Office of Planning in Higher Education, p. 15.

[b] Includes those students working toward baccalaureate and associate degrees.

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[41] These figures were obtained by using 40% of the population in the age groups 15-24 for the designated years and calculating the percentage gain. The increase for the whole city is probably the better working figure since Warren J. Haas in his study of "Student Use of New York's Libraries" reports that The New York Public Research Libraries, in contrast to other metropolitan libraries, draws student patrons from the entire metropolitan area (Library Trends, Vol. 10, No. 4, University of Illinois Graduate School of Library Science, Urbana, Illinois, p. 537).

[42] Enrollment Projections, 1968-80, NYS Higher Education, the State Education Department, Office of Planning in Higher Education, July 1968. Two types of projections are given--planning and potential. Planning enrollment projections include those students who are expected to enroll in traditional college programs while potential enrollment refers to those students who ought to be enrolled. Only planning projections are included here.

If it is assumed that about two-thirds of students pursuing higher education in New York State attend schools in the New York City metropolitan area,[43] the projected figures for the latter would approximate those given in Table 61. This represents an 80% increase in the local student enrollment in the next 12 years.

Table 61

APPROXIMATE FULL-TIME DEGREE PROJECTIONS FOR THE METROPOLITAN AREA

	1968	1970	1975	1980
Undergraduate	244,728	271,854	354,354	426,426
1st Professional	9,570	10,296	12,091	14,678
Graduate	26,400	33,462	48,774	64,086
Total	280,698	315,612	415,219	505,190

Haas, in his study of college students' use of libraries other than their own college library, found that 44% of the respondents used The Research Libraries at least once during the academic year 1959-69.[44] Using the figures cited in the table above, this means the estimated number of students using The Research Libraries in 1968-69 will be 123,507; in 1970 there will be an estimated 138,869 student users; in 1975 about 182,696 students will be visiting these collections; and, in 1980 approximately 222,284 patrons in this category will come to The Research Libraries. It should be noted that these figures represent the estimated number of individual students and do not begin to represent the number of visits that would be made by this group.[45] In addition, no provision has been made in these projections for part-time students who form a significant portion of the students pursuing higher education in the metropolitan area. This latter omission is also crucial in view of the fact that the Haas study found that the frequency of use of metropolitan libraries by college and university students was not affected by whether they were part-time or full-time students, or by how many courses they were taking.[46]

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[43] Cooperative Library Service for Higher Education, Council of Higher Educational Institutions in New York City, New York, 1960. It should be noted that the rapid growth of SUNY may mean that this figure will be somewhat lower in the future.

[44] Op. cit. p. 537.

[45] Some indication of the probable significance of this factor is seen by examining the data from this survey. The total of 17,877 student patron visits represents three week's usage of the Research Collections. If this usage is extrapolated to 52 weeks, the number of student visits would be 309,768 made by an estimated 123,507 students.

City University of New York

Because no enrollment projections are available for the private institutions in the New York City metropolitan area, the foregoing estimates are rough ones. A more refined estimate of the future use of The Research Libraries by students attending publically supported colleges is possible because future enrollment projections for the City University of New York are known. These are shown in Table 62 on the following page. Part-time students are included in these totals because, as noted previously, they exhibit the same patterns of library usage as full-time students.

From the present survey of the use of The Research Libraries, we know that 12.7% of all of the respondents were students at CUNY. Of importance also, is the proportion this represents of the CUNY student body. Unfortunately all of the necessary data are not available. However, we do know that in the three weeks of the general user survey, some 2,448 visits were made to the Libraries by CUNY students--or about 42,432 "CUNY student visits" in a year.[47] With an enrollment of 117,650 students estimated for 1968 (excluding community colleges), the equivalent of about 30% of the enrolled students visited The Research Libraries. With projected increases in enrollment at CUNY of 41% between 1968 and 1975, one can predict increased usage of The Research Libraries by at least that amount by CUNY student patrons. This would mean an estimated 59,829 "CUNY student visits" in 1975 or more than 1,000 each week. Moreover, if the formal arrangement with The Research Libraries which CUNY is currently seeking should, in fact, become a reality, this number would undoubtedly be much higher.

Increases in enrollment also necessitate increases in faculty. This group, although smaller in numbers, also relies on the Libraries' facilities. The expected increase in the size of the CUNY faculty is shown in Table 63.

Table 63

PROJECTED INCREASES IN FACULTY MEMBERS
CUNY*

	1967	1975	% increase
Undergraduate	5,619	12,960	130.6%
Graduate	290	2,211	662.4%

* Master Plan of the Board of Higher Education for the City University of New York, June 1968, p. 153.

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[46] Op. cit., p. 532.

[47] It is, of course, impossible to know whether one student made ten visits or ten students each made one visit. Thus, the term "student visit."

Table 62

PROJECTED ENROLLMENT - CITY UNIVERSITY OF NEW YORK[a]

	1968	1969	1970	1971	1972	1973	1974	1975	1980
FULL-TIME STUDENTS									
BA	48,700	50,400	51,400	53,500	55,200	57,100	59,500	61,900	74,800
1st Professional	50	95	180	250	340	440	490	540	560
Graduate	3,500	4,500	5,600	6,700	7,200	8,300	9,700	11,300	18,000
Sub-Total	52,250	54,995	57,180	60,450	62,740	65,840	69,690	73,740	93,360
PART-TIME STUDENTS									
BA	36,900	35,600	34,100	33,500	32,800	32,300	32,400	32,600	33,800
1st Professional	-	-	-	-	-	-	-	-	-
Graduate	23,900	27,300	31,800	33,600	33,600	37,100	40,600	45,300	55,700
Sub-Total	60,800	62,900	65,900	67,100	66,400	69,400	73,000	77,900	89,500
SPECIAL PROGRAMS									
SEEK[b]	3,100	4,300	5,200	6,400	7,400	8,200	9,000	9,800	-[c]
College Discovery[d]	1,200	1,600	2,100	2,600	3,100	3,600	4,100	4,600	-[c]
Sub-Total	4,300	5,900	7,300	9,000	10,500	11,800	13,100	14,400	-[c]
GRAND TOTAL	117,650	123,795	130,380	136,550	139,640	147,040	155,790	166,040	182,860[e]

[a] Figures from Enrollment Projections, 1968-80, NYS Higher Education, The State Education Department, Office of Planning in Higher Education, July 1968, pp. 79,80,85.

[b] Search for Education, Elevation and Knowledge - A program designed to bring disadvantaged students with high ability but poor records into four-year colleges.

[c] Not projected beyond 1975.

[d] A program from students who cannot meet traditional community college admission standards but are capable of undertaking and benefitting from such study after appropriate remedial work.

[e] Figures for SEEK and College Discovery Programs have not been projected for 1980 and are not included in this total.

State University of New York

The current use of The New York Public Library Research Libraries by students enrolled at SUNY is very slight. During the three weeks of the general user survey there were only 120 "SUNY student visits" recorded. This is probably due to the fact that SUNY campuses are located at distances from The Research Libraries that would necessitate a special trip to New York City for their use. For undergraduates, who have regular class commitments, it may be virtually impossible to use the Libraries in person except during vacation periods. Graduate students would presumably have the necessary time to make such a trip if their research warranted it. But the number of graduate students at these schools is still quite small (111 doctorates were awarded at three campuses in June 1967). The rapid growth of SUNY which is anticipated in the future may, however, affect use of The Research Libraries. This is particularly true in light of the expected growth of the graduate schools.

SUNY enrollment projections are shown in Table 64. The number of part-time and full-time students in 1975 will be 165% of the number in 1968. In comparison, the growth of the total SUNY undergraduate student body will be 82%. This latter growth reflects increases in the number of candidates for associate degrees, since the group of students undertaking the baccalaureate will increase by about 64%. (Although the great percentage increase of graduate students is in part due to the fact that they are presently few in number, it should be noted that the actual increase in the number of students working toward a BA between 1968 and 1975 will only be 13,000 more than the numerical increase in graduate students.)

Because of the difficulties and expense of developing the necessary library resources for graduate and post doctoral programs, SUNY is also currently discussing the possibilities of a formal arrangement with The Research Libraries for use of their collections. This would, of course, result in a large increase in the patronage of The Research Libraries by SUNY students and faculty.

BUSINESS USE OF THE RESEARCH LIBRARIES

The Photographic Service is heavily used by members of the business community. In fact, previous studies[48] show that the Photographic Service accounts for almost 62% of the use of The Research Libraries by companies and firms in commerce, industry, finance and law. In order to estimate the trends in business use of The Research Libraries an examination was made of the activity of all deposit accounts[49] during

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[48] These studies of business use were made by the Fund Raising Office for the five years between 1955 and 1963, and are known as the "Riccardi Reports."

[49] Deposit accounts are maintained by regular users of the Photographic Service so that they may charge their photocopying costs. Those holding accounts must maintain a minimum balance of $25. The minimum deposit required may be higher for those whose use is extraordinary.

Table 64

PROJECTED ENROLLMENT - STATE UNIVERSITY OF NEW YORK[a]

	1968	1969	1970	1971	1972	1973	1974	1975	1980
FULL-TIME STUDENTS									
Undergraduate[b]	142,700	158,100	171,900	190,330	208,600	227,500	245,200	261,000	332,500
1st Professional	2,950	3,170	3,320	3,480	3,630	3,770	3,970	4,280	5,580
Graduate	7,300	9,000	11,100	12,700	14,800	17,200	18,900	20,800	30,300
Sub-Total	152,950	170,270	186,320	206,480	227,030	248,470	268,070	286,080	368,380
PART-TIME STUDENTS									
Undergraduate	76,600	82,500	92,100	101,800	113,400	124,100	132,400	138,500	150,100
1st Professional	10	10	10	10	10	10	10	10	10
Graduate	12,800	15,300	18,700	21,000	24,100	27,500	29,900	32,400	43,700
Sub-Total	89,410	97,810	110,810	122,810	137,510	151,610	162,310	170,910	193,810
GRAND TOTAL	242,360	268,080	297,130	329,290	364,540	400,080	430,380	456,990	562,190

[a] Figures taken from Enrollment Projections, 1968-80, NYS Higher Education, The State Education Department, Office of Planning in Higher Education, July 1968, pp. 78, 84.

[b] Includes students who are candidates for bachelor and associate degrees.

the year September 1967 to August 1968. These results were compared to past records and certain trends were then projected for the future.

Data Collection

About 2,000 deposit accounts are maintained in the Photographic Service. However, many companies have several separate accounts. In collecting information on the number of times a company or firm used the Photographic Service, all the accounts of one firm were added together and only the total is reported here. The information on the number of times orders were placed was gathered from the posting sheets of each account maintained in the Libraries' Accounting Office. The number of items ordered is not recorded. In addition, the "Riccardi Reports" for 1955, 1956, 1958, 1961 and 1963 were reviewed. In most cases, data from the three earliest reports were not comparable and are not reported here.

Limitations of the Data

The majority of the patrons of the photo mail service maintain deposit accounts and thus the amount and type of usage can be monitored fairly accurately. Users of the walk-in service must pay for their orders in cash and no data of this kind are available. However, separate counts of business use have been tabulated, from time to time, for all other divisions of The Research Libraries and are reported in the Riccardi Reports. Since users of the walk-in service must go to a division to get the material, the business use of other divisions has been projected for the year 1967-1968 and added to the deposit account data. The total business usage derived includes the cash users of the photo walk-in service, the deposit account users and the patrons who used divisions for some purpose that did not include photocopying of material.

The Riccardi Reports caution that the record of business use of divisions other than the Photographic Service has limitations. There is no guarantee that the patron who signs his company's name beside his own in the division's register is in fact engaged in company business. Moreover, if a patron visited more than one division on the same day and entered the firm's name each time, it resulted in a double count of the number of times that company used The Research Libraries. On the other hand, about 50% of all readers signing the divisional registers omit company affiliation. Thus, there is no way of knowing the extent to which the registers overstate or understate the amount of business use.

Data Analysis

Deposit accounts were sorted into business categories corresponding to those employed in the earlier studies. In addition, non-business use was recorded. Data on non-business use of the Photographic Service in earlier years are not available, however, so no comparisons could be made to the volume of such use in 1967-1968. The latter is included here only as adjunct to the report of business use. It could serve as the basis for future projections.

Business Use of the Photographic Service

The number of deposit accounts was estimated to be 1,200 in 1955 and about 2,000 in 1967-1968. Table 65 shows that 1,043 separate companies or firms hold one or more accounts.[50] Two-thirds of the firms used the Photographic Service fewer than 20 times[51] in the 1967-1968 year, and 8% did not use their accounts at all.

The category "miscellaneous business" shows the largest number of deposit account holders because it crosses all fields not otherwise specified. Of the specified fields, the largest number of firms is found in the category "lawyers and patent lawyers"; second is chemicals.

How many times did the firms in the various business categories order photocopies during the year? Table 66 shows that the Photographic Service was used 26,501 times by the 1,043 companies with deposit accounts. In order to determine more accurately the actual pattern of use, frequent usage (20 or more times a year) is reported separately. The information of Table 66 combined with that of Table 65 shows that 26% of the firms account for 81% of the orders. The 141 companies in the chemical industry account for almost as many orders (24% of the total) as the 247 companies engaged in miscellaneous business. The bulk of the photocopy orders are placed by these two groups of firms and by individuals or companies classified in drugs, patent law, petroleum and book publishing.

How does the frequency of ordering in 1967-1968 compare with that of previous years? The data is shown in Table 67. Of the six major categories of business use identified in the table, the most significant development is that of "lawyers and patent lawyers." The decline in orders from this category negates the increases registered in most of the others. If all orders from unidentified companies were attributed to the field of law, it would make no appreciable difference. (This precipitate decline coincides with the move of the Patent Division from 42nd Street to the Annex at 10th Avenue. Whether this is the cause of the decline in use of the Photographic Service by legal firms is unknown.) Table 68 presents the data on which the percentages of Table 67 are based.

The Riccardi Reports for 1958, 1961 and 1963 estimate that deposit account use represents about 60% of the total business use of The Research Libraries. Knowing this, we can then project the total business use for 1967-1968 from the number of orders recorded on deposit accounts. These figures are presented in Table 69 and show a steady decline of business use of The Research Libraries from 1961 to 1963

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[50] In addition, 243 accounts are maintained by non-business users.

[51] The figure of 20 times was chosen to correspond with other data developed by the Libraries.

Table 65

NUMBER OF FIRMS WITH PHOTOGRAPHIC SERVICES ACCOUNTS BY CATEGORY[a] AND FREQUENCY OF USE
(September 1967 to August 31, 1968)

Group	Total Number of Firms With Deposit Accounts	Number of Firms Using Account 20 or More Times	Number of Firms Using Account Fewer Than 20 Times	Number of Firms Not Using Account All Year
Accountants	1	0	1	0
Advertising	12	0	10	2
Architects	1	0	1	0
Banks, Trusts, Brokers	11	1	6	4
Chemical	141	48	85	8
Drugs	42	24	18	0
Food	28	9	18	1
Graphic Arts	7	1	6	0
Insurance	1	0	1	0
Lawyers and Patent Lawyers	199	40	149	10
Maritime	1	1	0	0
Miscellaneous Business	347	83	225	39
Non-ferrous Metals	30	11	17	2
Paper and Pulp	21	5	15	1
Petroleum	30	10	19	1
Publishers: Book	66	16	44	6
Magazine	27	5	21	1
Newspaper	4	1	3	0
Radio, TV, Motion Pictures	7	2	5	0
Retail Stores	2	0	2	0
Steel and Iron	11	4	7	0

[a] Categories correspond to those used by The New York Public Library Fund Raising Office in earlier analyses known as the "Ricardi Reports."

(continued on next page)

Table 65
(continued)

Group	Total Number of Firms With Deposit Accounts	Number of Firms Using Account 20 or More Times	Number of Firms Using Account Fewer Than 20 Times	Number of Firms Not Using Account All Year
Textiles	14	4	9	1
Utilities	5	1	4	0
Foundations	7	0	6	1
Unidentified[b]	28	2	22	4
Total	1,043	268	694	81

[b] It was not possible to identify 28 firms by their field.

Table 66

USE OF PHOTOGRAPHIC SERVICES BY FIRMS IN ALL CATEGORIES[a]

September 1967 to August 31, 1968

Group	Total Times Used	By Firms Using Account 20 or More Times	By Firms Using Account Fewer Than 20 Times
Accountants	1	0	1
Advertising	53	0	53
Architects	16	0	16
Banks, Trusts, Brokers	99	83	16
Chemical	6,475	5,714	761
Drugs	2,774	2,658	116
Food	424	332	92
Graphic Arts	54	31	23
Insurance	2	0	2
Lawyers	573	313	260
Patent Lawyers	2,252	1,557	695
Maritime	131	131	0
Miscellaneous Business	6,714	5,213	1,501
Non-ferrous Metals	755	638	117
Paper and Pulp	248	156	92
Petroleum	2,179	1,764	415
Publishers: Book	1,469	1,156	313
Magazine	478	368	110
Newspaper	49	30	19
Radio, TV, Motion Pictures	560	539	21
Retail Stores	2	0	2
Steel and Iron	303	209	94
Textiles	565	526	39
Utilities	97	64	33
Foundations	27	0	27
Unidentified[b]	201	91	110
Total	26,501	21,573	4,928

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[a] Categories correspond to those used by Fund Raising Office of The New York Public Library in earlier analyses known as the Riccardi Reports.

[b] Twenty-eight firms could not be identified by their field.

Table 67

INCREASE/DECREASE IN ORDERS OF MAJOR DEPOSIT ACCOUNT USERS

	Change 1961 to 1967-68	Change 1963 to 1967-68
Chemical	+16.5%	+ 5.2%
Drugs	+24.1	+16.7
Lawyers and Patent Lawyers	-68.2	-51.0
Miscellaneous Business	-21.2	+12.8
Petroleum	+53.7	+25.6
Publishers, Book	+19.6	+39.6

Table 68

USE OF PHOTOGRAPHIC SERVICES BY FIRMS IN ALL CATEGORIES[a] IN THE YEARS 1961, 1963, 1967-1968[b]

Group	Total Times Used		
	1961	1963	1967-1968
Accounts	19	18	1
Advertising	75	11	53
Architects	0	0	16
Banks, Trusts, Brokers	2	6	99
Chemical	5,557	6,153	6,475
Drugs	2,236	2,378	2,774
Food	418	481	424
Graphic Arts	0	0	54
Insurance	1	0	2
Lawyers and Patent Lawyers	8,896	5,771	2,825
Maritime	76	0	131
Miscellaneous Business	8,522	5,950	6,714
Non-ferrous Metals	773	667	755
Paper and Pulp	373	388	248
Petroleum	1,418	1,735	2,179
Publishers: Book	1,228	1,052	1,469
Magazine	436	630	478
Newspaper	15	21	49
Radio, TV, Motion Pictures	317	250	560
Retail Stores	1	0	2
Steel and Iron	549	353	303
Textiles	470	615	565
Utilities	398	394	97
Foundations	6	0	27
Unidentified	0	0	201
Total	31,786	26,873	26,501

[a] Categories correspond to those used by the Fund Raising Office of The New York Public Library in earlier analyses known as the Riccardi Reports.

[b] September 1967 to August 31, 1968.

Table 69

USE OF PHOTOGRAPHIC SERVICES BY ALL FIRMS PROJECTED TO INCLUDE ALL DIVISIONS OF THE RESEARCH LIBRARIES

	Total Use All Divisions[a]	Use of Deposit Accounts	
		Number of Orders	Percent of Total
1958	31,171[b]	19,311[b]	61.9%[b]
1961	51,008	31,786	62.3
1963	44,077	26,873	61.0
1967-1968	42,987[c]	26,501	61.65[d]

a Data for 1958, 1961, and 1963 supplied by studies of business use of all divisions contained in the Riccardi Reports.

b 1958 data were for selected firms only--i.e., those using the services and divisions most heavily. 1958 is included because the proportions are thought to be representative of the use by all firms.

c Projection is based on number of times firms holding deposit accounts used their accounts multiplied by the average proportion these accounts represent of total use.

d Percent is derived by choosing that percentage midway between 61.0 and 62.3.

to 1967-68.[52] Between 1961 and 1963 the decrease in total usage was 13.6% while utilization of deposit accounts decreased 15.4%; between 1963 and 1967-68 total business was dropped 2.5% while deposit account activity declined 1.2%. As noted previously, this is due to the precipitous decrease in use by lawyers and patent lawyers which more than negates increases in use by other major groups (see Table 67).

Since data are available for only three specific time periods, it is difficult to make projections of future business use of The Photographic Services. In contrast to the change in usage from 1961 to 1963, the use of deposit accounts during 1967-68 appears to indicate relative stability over the five year period (1963-1968) with a decrease of only

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[52] An actual count of the divisional registers was not made for 1967-68. It may be that the decrease in deposit acoount use has been accompanied by an increase in the number of business users who come to the Libraries in person--either to use the actual materials without having them photocopied or to have them photocopied at the walk-in service. If this is the case, total use of the Research Collections is understated, since it is based on the volume of deposit account use.

1.2% (representing 372 less orders in 1967-68 than in 1963). It is not known why the use of deposit accounts declined between 1961 and 1963, or how usage varied between 1963 and 1968, and comparable data prior to 1961 are not available. In view of this, it is impossible to make accurate projections. Nevertheless, if we assume that the available data are representative of the usage over the past eight years, there is no reason to expect dramatic increases or decreases in patronage of the photo mail service or in the use of deposit accounts over the next few years. Since it is not known whether the decline in photo mail patronage has effected an increase in the in-person use of The Research Libraries by businessmen, it is impossible to make future projections of total business use.

Although business patrons are the bulk of the users of deposit accounts, they are not the only patrons. Table 70 presents the number of patrons of non-business deposit or billing[53] accounts who used the Photographic Service in the year 1967-68. Institutional users submitted 48% of the total orders of non-business accounts.

Table 70

USE OF THE PHOTOGRAPHIC SERVICES
BY NON-BUSINESS GROUPS
September 1967 to August 31, 1968

	Number of Patrons	Number of Times Used
Institutions[a]	117	1,527
Individuals	48	146
Federal government	16	672
Foreign[b]	62	522
Total	243	2,867

a The category "institutions" is composed of colleges, universities, museums, other libraries, located in the U. S.

b Sixty-two accounts are maintained by users of the photo mail service in 22 countries.

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[53] Billing accounts are granted only to the libraries of colleges or universities, although a special plea from the library of a museum or other library user may be granted the same privilege. A billing account does not require that a minimum deposit be maintained.

APPENDICES

Appendix A

THE GENERAL USER SURVEY

This appendix reports the data on those individuals who make use of the general collections of The New York Public Library Research Libraries. Because access to these materials is available to any adult[1] who comes to the Libraries, these patrons are called "general users." In addition to presenting a profile of these users, this appendix describes their patterns of use.

METHOD OF DATA COLLECTION AND ANALYSIS

In order to gain information about the general user of The New York Public Library Research Libraries, a questionnaire was distributed to every person entering any one of the research divisions on the following 21 days: May 1st, 3rd, 7th, 9th, 18th, 19th, July 19th, 20th, 21st, 30th, August 1st, 5th, 7th, October 21st, 22nd, 24th, 30th, November 1st, 2nd and 3rd. The days were selected so that there would be three distinct sampling periods-- a spring sample, a summer sample, and a fall sample. In this way, any seasonal variation in the use of the Libraries in terms of volume, type of patron and reason for use of the Libraries could be detected. These variations are reported in Appendix F. In addition, the days within each seven day seasonal sample were spread out over a two to three week period and were chosen so that each day of the week was sampled once. This avoided the possibility that the particular day or week used was atypical and allowed a more accurate description of the general users and their use of the Libraries.

During the survey two questionnaires were used. The first was distributed during the spring sample and during half of the summer sample. The second questionnaire, which was used during the remainder of the survey, incorporated a few additions and changes. These alterations are noted in the text which follows. A copy of the second questionnaire is reproduced at the end of this appendix.

Volume of Returns

Table A-1 shows the volume of questionnaires returned as well as the number of patrons entering the divisions during the three sampling periods. The latter figure was provided by the Libraries from a count of the number of patrons entering each division on each of the sampling days.

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[1] High school students are not permitted to use The Research Libraries.

VOLUME OF QUESTIONNAIRES RETURNED AND PROCESSED
GENERAL USERS

Room	SPRING SAMPLE			SUMMER SAMPLE			FALL SAMPLE			TOTAL		
	Head Count	Number of Question-naires [d]	Percent Processed	Head Count	Number of Question-naires [d]	Percent Processed	Head Count	Number of Question-naires [d]	Percent Processed	Head Count	Number of Question-naires [d]	Percent Processed
American History	562	193	40%	312	64	80%	490	95	100%	1,364	352	63.1%
Annex[a]	521	147	65	408	96	60	479	89	100	1,408	332	73.2
Arents[b]	20	15	100	4	3	100	11	6	100	35	24	100.0
Art and Architecture	565	158	40	183	40	100	257	64	100	1,005	262	63.7
Berg	14	12	100	19	19	100	10	10	100	43	41	100.0
Dance[a]	64	34	100	61	27	100	30	18	100	155	79	100.0
Economics and Sociology	3,163	817	40	1,602	660	30	2,486	937	25	7,251	2,414	31.4
Genealogy	395	125	40	389	101	50	494	86	100	1,278	312	59.9
Jewish	504	282	40	280	115	50	402	148	80	1,186	545	52.8
Main Reading Room[e]	15,343	5,158	8	12,646	2,524	10	15,244	3,011	11	43,233	10,693	9.3
Manuscripts[a]	43	21	100	39	19	100	40	11	100	122	51	100.0
Maps[a]	156	65	80	139	38	100	173	54	100	468	157	91.6
Music[c]	272	139	40	184	43	100	286	73	100	742	255	67.1
Oriental[a]	138	36	100	100	24	100	91	19	100	329	79	100.0
Periodicals	1,835	214	40	1,308	486	30	1,397	481	40	4,530	1,181	35.8
Prints[b]	83	27	100	27	11	100	81	31	100	191	69	100.0
Rare Books[a]	84	29	100	65	22	100	101	33	100	250	84	100.0
Rodgers and Hammerstein[c]	62	34	100	67	43	100	88	43	100	217	120	100.0
Science and Technology	1,277	623	40	1,224	359	30	1,335	490	40	3,836	1,472	37.5
Slavonic	314	128	40	127	59	80	180	82	100	621	269	66.8
Theater[c]	364	199	40	279	141	50	478	142	90	1,121	482	54.8
Mail and at Door	—[f]	123	77	—[f]	86	60	—[f]	55	100	—[f]	264	76.5
Total	25,779	8,579	23%	19,463	4,980	28	24,143	5,978	33	68,385	19,537	27.3

[a] Closed evenings and Sundays.

[b] Closed evenings, Sundays and the month of August.

[c] Closed Tuesday, Wednesday, Thursday and Saturday evenings and Sundays.

[d] This represents the number of questionnaires that were returned at each room. The patron was not necessarily given the questionnaire at this location nor did he necessarily use only the collections housed in this particular room.

[e] Because of the physical arrangement of the rooms, it is necessary for the users of the American History and Genealogy Divisions to pass through the Main Reading Room. Consequently, all of these patrons were counted twice. It is impossible to distinguish the number of patrons who actually made use of both rooms and those who were going through the Main Reading Room on their way to one of these two other divisions. This means that the head count for the Main Reading Room is somewhat inflated.

[f] No comparable head count is possible.

According to these counts, approximately 68,400 "patron visits"[2] were made to all the divisions during the three weeks of sampling.[3] During this same time more than 19,500 completed questionnaires were returned. Each of the patrons who completed a questionnaire visited on the average 1.4 divisions with non-circulating collections during his visit to The Research Libraries. Thus, the respondents to the general user survey accounted for 26,508 of the total 68,385 patron visits reported by the Libraries' staff. This represents a response rate of 39%.[4,5]

The Main Reading Room was used by almost two-thirds (63%) of all of the patrons using the Libraries. This is, of course, to be expected since the card catalog is located here, book orders are taken here and books from the general stacks are delivered here for use. Other heavily used divisions included Economics and Sociology, Periodicals, and Science and Technology. The least used rooms were those housing the Special Collections. This is not surprising in view of the fact that these rooms may be used only with special permission.[6]

Data Analysis

In each sampling period, a stratified random sample of approximately 2,000 questionnaires was drawn from the total returned for data processing and analysis. Each sample was pulled by room and included from 25-100% of the completed returned questionnaires, except for the Main Reading Room where an 8-11% random sample was used. The questionnaires from each room were then weighted so that the total number of responses would closely approximate the actual number of returned questionnaires. This method is superior to a simple random sample because it permits a more accurate representation of patron profile and type of usage in those rooms where use is relatively infrequent. Returns from such rooms might not have been included in a simple random sample. Moreover, this increase in accuracy does not come at the expense of introducing a bias in favor of these rooms whose use is limited since the questionnaires from the more frequented divisions that were included in the stratified random sample were more heavily weighted than others in the statistical computations.

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[2] Because patrons who used more than one division on any particular visit, and patrons who visited the Libraries on more than one of the sampling days were counted more than once, the number of "patrons" does not refer to different individuals but rather to visits. Although the two terms, "patrons" and "patron visit" are used interchangeably throughout this appendix, it is to be understood that this reference is to visits rather than individuals.

[3] This figure is probably somewhat inflated. For example, the physical location of the American History and Genealogy Divisions makes it necessary for these patrons to pass first through the Main Reading Room. Consequently, all of these patrons were counted twice whether or not they made use of the Main Reading Room and the American History or Genealogy sections. It should be noted that librarians were counted every time they entered a room; patrons who visited several divisions were counted every time they entered a different room; and, those individuals who made extended visits to one division, but left the room for some reason during their stay, were recounted when they returned.

[4] Because the head count is probably somewhat inflated, this figure is necessarily somewhat deflated.

[5] The response rate of 39% is for the whole survey. The response rates for the three individual samples were: Spring,46.6%; Summer, 35.8%, and and Fall, 34.7%

[6] Appendix D presents a separate analysis of the users of the Special Collections

The percentage of questionnaires processed for each division is presented in Table A-1 for each of the three sampling periods and for the total. With the weighting of the questionnaires, the total number of patrons is 19,308 or about 2% less than the actual number of 19,537 questionnaires returned. The difference is due primarily to rounding and does not significantly alter the results reported here.

The sampled questionnaires were then keypunched for data processing. Four separate analyses were made--one for each of the three sampling periods and one for the total. The data reported in this appendix are the totals of the three samples combined. Seasonal variations in patron profile and usage which occurred during the summer are discussed in Appendix F.

PATRON CHARACTERISTICS

The following sections present a profile of the patrons of the general collections of The Research Libraries including their patron status (student, faculty, businessman, etc.), educational level, field of occupation and places of residence and employment.

Patron Status

From the alternatives listed in Table A-2, each respondent was asked to indicate the one which best described his status. As shown in this table, almost half (48%) of the respondents were directly connected with the academic world as students (36%), college or university faculty (7%), or schoolteachers (5%). An additional 24% were employed by a private company. Substantially smaller proportions fell in the other status categories.

Academic Affiliation

Students and faculty members were also asked to identify the institutions with which they were associated.[7] Table A-3 indicates that

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[7] In some cases a respondent circled two rather than one response. Presumably these are individuals who are taking courses or teaching part-time at more than one institution or individuals who teach at one institution and take courses at another.

Table A-2

PATRON STATUS OF RESPONDENTS
GENERAL USERS

Student	35.6%
Faculty	7.2
Schoolteacher	5.1
Employed by a non-profit organization	4.5
Self-employed professional	10.4
Proprietor of own business	2.4
Employed by private firm	23.7
Retired or unemployed	5.5
Housewife	1.4
Member of the Armed Forces	0.3
Other*	3.8

Respondents:	18,642
N.A.:	665
Total	19,307

*On the new questionnaire, used during the last half of the survey, a new category "government employee" was added. Three percent (2.8%) of the patrons responding to the new questionnaire are government employees. These individuals are included in the table above as "other."

a somewhat greater proportion of student and faculty patrons were affiliated with publicly supported institutions in New York State (CUNY and SUNY), than with selected privately controlled institutions (Columbia, Fordham, L.I.U., N.Y.U., and St. John's) or with "all other institutions." The great majority of those attending or employed by public institutions in New York State were at CUNY.

In addition, this table shows what percent of the total sample the patrons from these institutions represented. Thirteen percent of all respondents using the Libraries were affiliated with public universities in New York State and virtually all of these users were from CUNY. All private institutions listed in the table (Columbia, Fordham, L.I.U., N.Y.U., and St. John's) accounted for 11% of all the responding patrons. Less than 1% were from Rutgers. Another 12% were from "all other institutions"--any college or university not specifically named.

A separate analysis, not presented here, shows that the proportion of faculty members and students from each of the institutions using The Research Libraries was about the same. The only exceptions were that patrons who gave their affiliation as Rutgers or listed more than one institution were more likely to be faculty members (and, thus, less likely to be students) than users from the other categories of institutions.

Table A-3

INSTITUTIONAL AFFILIATION OF RESPONDING STUDENTS AND FACULTY GENERAL USERS

	Percent of Total Respondents	Percent of Student and Faculty Respondents
All New York public institutions	13.2%	35.5%
CUNY (Graduate Division)	1.7	4.5
CUNY (other units)	11.0	29.6
SUNY	0.6	1.7
Five selected private institutions	11.2%	30.1%
Columbia[a]	3.2	8.7
Fordham	1.5	3.9
L.I.U.	1.1	3.0
N.Y.U.	5.1	13.6
St. John's	0.4	1.1
Rutgers University[b]	0.8	2.2
All other institutions[c]	12.2	32.8
More than one institution	0.4	1.1

Respondents:	7,182
N.A.:	12,125
Total	19,307

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a Figure may be somewhat inflated since Columbia University Libraries were closed during the spring sampling period.

b In this table and succeeding ones, figures for Rutgers University are given separately because it was the only university specifically named on the questionnaire that was not located in New York State.

c In this table and succeeding ones "all other institutions" includes all other schools, whether located in New York State or not, that are not specifically named in the table.

d A total of 7,182 respondents made 7,337 responses. Thus the table totals to 101.3%.

Student users were asked to report whether they were full-time or part-time students, residents or commuters. Table A-4 shows that the vast majority of those responding were engaged in academic pursuits full-time (84%) and commuted to school (76%). However, the great number of N.A.'s (no answers) to the residence question in the first sampling period was one factor leading to a change in this question when the questionnaires were reprinted. The original question may have been ambiguous for those students who were from out-of-state but did not live in college or university dormitories and thus did not know whether they were residents or commuters.

Table A-4

STUDENT STATUS, GENERAL USERS

Full-time	84.3%	Commuter	76.4%
Part-time	15.7	Resident	23.6
Respondents:	3,583	Respondents:	1,690
N.A.:	44	N.A.:	1,937
Total*	3,625	Total*	3,627

*Total is lower than that given in previous tables because this question was not used throughout the whole survey.

In addition, preliminary analysis of the data indicated that this question was not eliciting the information that was expected. The purpose in asking this question was to discover indirectly whether commuter students were more likely to use The Research Libraries than their own college or university libraries because the former were more convenient. Thus, the question was changed to ask students and faculty members directly which library they used more often--their college library or The Research Libraries and which one was easier to get to. As shown in Table A-5 on the following page, more than half (55%) of the responding students and faculty who use The Research Libraries find their university library more convenient. However, 17% of these patrons of the Libraries use them either more often or as often as their own college library even though The Research Libraries are not as convenient.

Table A-5

FREQUENCY OF USE AND CONVENIENCE OF THE RESEARCH LIBRARIES AND OWN COLLEGE LIBRARY GENERAL USERS

Use college library more frequently	37.4%	College library more convenient	54.8%
Use The Research Libraries more frequently	37.0	The Research Libraries more convenient	29.0
Use both equally often	25.5	Both equally convenient	16.2
Respondents:	2,412	Respondents:	2,412
N.A.:	0	N.A.:	0
Total*	2,412	Total*	2,412

*Only those questionnaires where this question was completed are recorded. The N.A.'s are not reported because the question was not used throughout the entire survey.

Occupational Field

In addition, respondents were asked to indicate their occupational field or, if they were students, their intended career field. In the first questionnaire, 32 categories were provided from which the patron was to select the one that was most appropriate. One more category was added for the second printing of the questionnaire which was used for part of the summer and all of the fall sampling period: "skilled or unskilled work."

Table A-6 presents the distribution of responding patrons in each of the more than 30 categories as well as for the eight more general fields of sciences, social sciences, humanities, creative arts, business and commerce, administration, law, and "other." One-quarter (26%) of the patrons were in the field of humanities while an almost equal proportion (25%) were in business and commerce. About half as many were in the creative arts (14%), the sciences (13%) and the social sciences (11%). Significantly fewer gave their fields as administration (6%), law (4%) or "other" (3%).

Looking at the individual occupational categories, slightly more than one out of every ten visits was by a patron in education--as a schoolteacher or school administrator.[8] The field of humanities was

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[8] Students and college and university faculty were directed to indicate their intended career field and subject area respectively.

Table A-6

OCCUPATIONAL FIELDS OF RESPONDENTS
GENERAL USERS

Sciences	12.5%
Biological sciences	2.1
Engineering	5.0
Health professions	2.0
Physical sciences, math	3.4
Social Sciences	10.6%
Demography, population study	0.3
Psychology	2.7
Social sciences	7.6
Humanities	25.9%
Education	10.9
Humanities	8.7
Journalism	1.8
Library science	1.6
Religion, theology	1.1
Social work, recreation	1.8
Law	3.7%
Creative Arts	13.8%
Graphic or fine arts	3.8
Performing arts	3.3
Writing	6.7

Business and Commerce	24.7%
Advertising, public relations	3.7
Accounting	3.0
Banking, finance	3.5
Clerical, secretarial	2.8
Communications, Radio, TV	1.4
Marketing, market research	3.6
Publishing, printing	2.9
Real estate, insurance	0.6
Sales: retail, wholesale	3.2
Administration	5.6%
College or university administration	0.9
Industrial relations, personnel	0.6
Management	3.5
Public administration	0.6
Other	3.3%
Architecture, city planning	1.1
Foreign service	1.2
Skilled, unskilled*	1.0

Respondents:	17,313
N.A.:	1,994
Total	19,307

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*This category was added to the questionnaire used during the last half of the summer and the fall sampling periods. Consequently, because it is percentaged on the total and there was no opportunity for patrons to check this alternative during the first half of the study, this "total" figure is somewhat low. Of those who had the opportunity to do so, 2.1% indicated that they were skilled or unskilled workers.

second highest with 9% of the patrons. Eight percent were in the social sciences and 7% were writers. All other individuals' fields were indicated by 5% or less of the responding patrons who made visits to the Libraries during the sampling periods.

Were the users in each of these categories faculty members, students, employed by private or non-profit companies? Table A-7 presents the proportion of patrons for each of the status categories. Those patrons who described themselves as students, faculty, teachers and employed by non-profit organizations tended to be in the general field of humanities--from almost a third of those employed by non-profit firms (31%) to more than three-fourths of the teachers (78%). More than two out of five (45%) of the self-employed professionals were in the creative arts and another fifth (22%) were in occupations categorized as business and commerce. Understandably, more than half of the patrons who are proprietors of their own business or employed by a private firm were in the broad classification of business and commerce. While almost two-fifths (39%) of the retired and unemployed users of the Libraries had worked in business, housewives were almost equally divided among four fields: business (23%), creative arts (21%), sciences (20%) and humanities (17%).

Examining the table vertically we can compare the distribution of patrons in each status category with that of the total sample. More responding students, faculty, and teachers were in the humanities and less in business and commerce than would be expected. In addition, less teachers than expected are in the natural and physical sciences. Not unexpectedly, a greater proportion of proprietors and employees of private firms are in business and commerce while less of these individuals are in the humanities and social sciences. More self-employed professionals are in the creative arts and less in humanities than would be anticipated.

Education Level

All respondents were asked to give the highest degree they held at the time they filled out the questionnaire. Table A-8 presents these data and shows that for more than a third (36%) of the patrons the highest degree held was the bachelor's. In addition, almost a third (31%) had an advanced degree. Those users classified as "none of the above"[9] include those individuals whose formal education ended before the completion of an associate degree, college students working for the bachelor's and high school students.[10]

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[9] The original questionnaire gave as the final alternative to this question "degree below community college level." However, a number of individuals wrote in that they were high school students and could not answer the question because they had not yet earned a degree or diploma. On the redesigned questionnaire, used during the last half of the survey, this alternative was reworded to read "none of the above."

[10] Although high school students are not permitted to use the collections of The Research Libraries, this answer was written in on a number of questionnaires.

Table A-7

OCCUPATIONAL FIELDS OF PATRONS IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	Humanities	Business/ Commerce	Creative Arts	Sciences	Social Sciences	Administration	Law	Other
Total	25.5%	24.8%	13.7%	12.4%	10.8%	5.7%	3.8%	3.4%
Student	33.2	12.6	10.3	13.4	18.1	2.9	3.7	3.7
Faculty	50.8	1.3	10.3	8.2	21.4	5.6	1.2	1.2
Teacher	78.4	0.4	8.8	2.4	8.3	1.2	0.0	0.3
Employed by non-profit organization	30.8	17.5	11.7	11.3	14.3	7.9	3.6	2.9
Self-employed professional	6.6	22.1	44.6	11.6	3.5	2.4	7.1	2.0
Proprietor of own business	2.9	53.1	18.0	8.2	0.5	8.8	4.8	3.4
Employed by private firm	6.3	54.1	6.1	11.9	3.2	11.5	3.8	3.0
Retired or unemployed	14.4	39.1	15.5	12.6	2.5	4.6	3.3	8.2
Housewife	17.2	22.9	21.0	19.7	10.8	0.0	7.0	1.3
Armed Forces	2.0	52.0	2.0	8.0	6.0	6.0	0.0	24.0
Other	27.4	13.5	20.2	12.5	5.0	8.9	5.8	6.6

Respondents:	17,023
N.A. Status:	470
N.A. Field:	1,619
N.A. Both:	195
Total	19,307

Table A-8

HIGHEST DEGREE HELD BY RESPONDENTS
GENERAL USERS

Doctorate (PhD, EdD, ScD, etc.)	6.6%
Master's in arts and sciences	17.9
Professional degree (MD, LLB, MAT, MBA, etc.)	6.8
Bachelor's degree	36.3
Associate degree or community college diploma	4.8
None of the above	27.7
Respondents:	17,877
N.A.:	1,431
Total	19,308

Do patrons in different status categories vary in their level of education? Table A-9 presents this analysis and shows that faculty members of colleges and universities are most likely to hold a doctorate while schoolteachers are the group most likely to have completed master's degrees. Professional degrees are more likely to be held by self-employed professionals and proprietors than by individuals in other categories. Teachers, individuals employed by private and non-profit firms and persons included in "other" are more likely to have earned a bachelor's than those in other groups. And, Armed Forces personnel, housewives, retired or unemployed individuals and students tend to have "none of these" degrees.

Student patrons were also asked to indicate what degree they were working toward. Although the greatest proportion of patrons held the bachelor's many of them may be working toward a higher degree. This is especially true since more than a third of the users of The Research Libraries are students. Table A-10 shows that almost half (47%) of the responding students were working for an advanced degree while an additional two-fifths (43%) were working on a bachelor's. In addition, this table exhibits the percentage of the total sample that were working toward degrees. Fifteen percent of all responding general users were candidates for an advanced degree while another 14% of all of the respondents were working toward a bachelor's degree.

Table A-9

HIGHEST DEGREE HELD BY PATRONS IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	Doctorate	Master's Degree	Professional Degree	Bachelor's Degree	Associate Degree	None of These
Total	6.6%	18.0%	6.9%	36.1%	4.8%	27.6%
Student	0.3	15.6	1.6	35.0	6.0	41.6
Faculty	51.2	32.7	6.0	8.0	0.2	1.8
Teacher	0.6	43.8	3.8	50.7	0.6	0.4
Employed by non-profit organization	8.8	20.9	7.5	45.3	6.2	11.1
Self-employed professional	7.8	18.6	17.1	32.1	3.7	20.8
Proprietor of own business	11.4	11.1	17.2	27.3	8.4	24.1
Employed by private firm	2.8	14.1	9.6	45.1	5.7	22.6
Retired or unemployed	4.6	9.3	7.6	29.3	5.3	44.1
Housewife	0.4	12.4	8.3	27.0	2.5	49.4
Armed Forces	0.0	0.0	0.0	12.5	33.9	53.6
Other	6.0	12.5	9.5	43.6	0.5	27.8

Respondents:	17,377
N.A. Degree:	1,265
N.A. Status:	500
N.A. Both:	166
Total	19,308

Table A-10

EXPECTED DEGREE OF RESPONDING STUDENTS
GENERAL USERS

	Percent of Responding Students	Percent of Total Sample
Doctorate	18.7%	5.9%
Master's degree	22.5	7.1
Professional degree	6.2	1.9
Bachelor's degree	43.2	13.6
Associate community college degree	3.8	1.2
None of these	5.6	1.8

Respondents:	6,076
N.A.:	13,231
Total	19,307

Where do these students go to school? Is there any indication that students from a given institution are using the collections of The Research Libraries in their work toward a certain degree? Table A-11 presents the data on this for all public institutions in New York State, all New York private institutions named (Columbia, Fordham, L.I.U., N.Y.U., St. John's), Rutgers University, "all other institutions," and "more than one institution."

From this table we find that proportionately more of the students from private institutions of higher education are working toward advanced degrees (all degrees above the bachelor's). More specifically, respondents associated with Columbia and N.Y.U. are more likely than others to be working for the doctorate while patrons affiliated with Fordham are slightly more likely than others to be studying for professional degrees. On the other hand, more of the students from L.I.U., Rutgers, and all other institutions who are using The Research Libraries are working toward a bachelor's. A minority of students are seeking a degree below the bachelor's.

Table A-11

EXPECTED DEGREE OF THOSE WITH VARIOUS INSTITUTIONAL AFFILIATIONS
GENERAL USERS

	Doctorate	Master's Degree	Professional Degree	Bachelor's Degree	Associate Degree	None of These
Total	18.9%	22.7%	6.3%	43.5%	3.9%	4.7%
All New York public institutions	11.9%	21.0%	4.3%	52.6%	8.1%	2.2%
CUNY (Graduate Division)	64.0	13.2	7.0	15.7	0.0	0.0
CUNY (other)	5.2	22.4	3.9	56.5	9.4	2.6
SUNY	7.9	12.4	3.4	71.9	4.5	0.0
Five selected private institutions	32.8%	32.0%	11.1%	22.4%	1.5%	0.5%
Columbia	44.5	28.6	12.9	13.7	0.0	0.6
Fordham	25.5	30.0	15.4	29.1	0.0	0.0
L.I.U.	0.0	32.2	13.7	48.1	6.0	0.0
N.Y.U.	37.1	34.5	9.0	17.4	1.3	0.8
St. John's	7.7	35.4	0.0	55.4	1.5	0.0
Rutgers University	25.8	16.1	5.4	52.7	0.0	0.0
All other institutions	12.9	15.9	3.9	53.3	1.8	12.1
More than one institution*	53.8	30.8	0.0	15.4	0.0	0.0

Respondents:	5,833
N.A. Degree:	1,349
N.A. School:	243
N.A. Both:	11,882
Total	19,307

*The number of cases is small and percentage figures must be used with caution.

Place of Residence and Employment

Where do users who use The New York Public Library Research Libraries live and work? Are they primarily from the New York metropolitan area or are there many patrons from out-of-state? Table A-12 presents the distribution of answers to the question on residence. Almost three-fourths (74%) of the users of The Research Libraries' collections live in New York City while more than four-fifths (85%) live in the State of New York.

Table A-12

PLACE OF RESIDENCE OF RESPONDENTS
GENERAL USERS

New York City	74.1%
Manhattan	40.0
The Bronx	8.4
Brooklyn	10.6
Queens	14.1
Staten Island	1.0
Other New York State	10.7%
Nassau and Suffolk Counties	4.8
Westchester County	4.7
Other New York Counties	1.2
New Jersey	8.2
Connecticut	1.4
Pennsylvania	0.7
All other	4.8

Respondents:	18,967
N.A.:	341
Total	19,308

Since the majority of patrons live in New York City, one would expect that they would also work there. This is shown to be the case in Table A-13 on the following page where four out of five respondents reported that they work in New York City.

Two separate analyses, not presented here, of patron status by place of residence and by place of employment show that the two groups that include a large proportion of individuals living and working outside New York State are college and university faculty, and Armed Forces personnel.

Table A-13

PLACE OF EMPLOYMENT OF RESPONDENTS
GENERAL USERS

New York City	80.4%
Manhattan	65.6
Bronx	4.4
Brooklyn	5.4
Queens	4.6
Staten Island	0.4
Other New York State	6.0%
Nassau and Suffolk Counties	3.0
Westchester County	1.7
Other New York Counties	1.3
New Jersey	5.5
Connecticut	0.9
Pennsylvania	0.7
All other	6.5

Respondents:	14,084
N.A.:	5,223
Total	19,307

Knowledge of Libraries' Sources of Support

The second printing of the questionnaire for the general user survey included a completely new question which asked respondents whether or not they knew that private benefactors were the major sources of financial support for The Research Libraries. Of those who had the opportunity to do so, 52.5% indicated that they were aware of the Libraries' sources of support. An analysis of this response by patron status indicated that college and university faculty members and self-employed professionals were more likely to know the sources of support while respondents who were in the Armed Forces, housewives, "other," or individuals employed by private firms were less likely to be aware of this fact than users in other patron categories. These data are presented in Table A-14.

Table A-14

KNOWLEDGE OF LIBRARIES' SOURCES OF SUPPORT BY PATRONS IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	Know of Private Support	Do Not Know of Private Support
Total	52.5%	47.5%
Student	50.0	50.0
Faculty	66.3	33.8
Teacher	52.7	47.3
Employed by non-profit organization	56.9	43.1
Self-employed professional	62.7	37.3
Proprietor of own business	59.2	40.3
Employed by private firm	45.8	54.2
Retired or unemployed	56.9	43.1
Housewife	35.5	64.5
Armed Forces	3.0	97.0
Other	46.9	53.1

Respondents: 8,824
N.A. Support: 9,818
N.A. Status: 177
N.A. Both: 489

Total 19,308

PATTERNS OF USE

The previous section has presented a profile of the patron using The Research Libraries. This section will concentrate on patterns of usage. More specifically it will deal with how frequently and intensively these collections are used, when patrons arrive at the Libraries, why they come to The Research Libraries, the types of materials being sought and the types of items actually used, patronage of other libraries and use of interlibrary loan, the type of assistance needed from librarians, and the usefulness of materials and staff.

Frequency of Use

How often do patrons of The Research Libraries make use of them? Is their clientele primarily the occasional visitor or the frequent user? Respondents to the questionnaire were asked to report whether they come to the library "daily or several times a week," "weekly or several times a month," "about once a month," "less often" or whether this was their "first or second visit." Table A-15 shows that almost half (43%) of the patrons are regular users (several times a week or several times a month). More than one-quarter of the users make visits to the library "weekly or several times a month."

Table A-15

FREQUENCY OF LIBRARY USE
GENERAL USERS

Daily or several times a week	14.8%
Weekly or several times a month	28.7
About once a month	19.7
Less often	22.6
First or second visit	14.2
Respondents:	18,524
N.A.:	784
Total	19,308

Of those people answering the question, 13% noted that they had completed a questionnaire on a previous visit.

One might expect that certain status groups, such as faculty members and students working on long-term research projects, would use the Libraries more frequently than other groups. Is this, in fact, the case? Table A-16 shows the frequency of use by patrons in different status categories. If the daily and weekly users are combined and called "regular patrons," faculty members (59%) followed by self-employed professionals are most likely to be regular users. Armed Forces personnel are more likely to be visiting the Libraries for the first or second time than other patrons. In addition, individuals who are employed by a private firm are somewhat less likely to be regular users and somewhat more likely along with housewives, schoolteachers and employees of non-profit organizations to visit the Libraries less than once a month.

Is the frequency of use dependent on education level? An analysis of these two factors, as shown in Table A-17, indicates a definite trend. More than half of the patrons holding doctorates (51%) or master's degrees (55%) are regular users (daily or weekly) of The Research Libraries while slightly more than a quarter (28%) of those with a professional degree or an associate's degree utilize these resources this frequently. Patrons in this last category and those holding "none of the above" degrees are more likely to be making their first or second visit to the Libraries.

Table A-16

FREQUENCY OF VISITS BY PATRONS IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	First or Second Visit	Daily or Several Times a Week	Weekly or Several Times a Month	About Once a Month	Less Often
Total	14.2%	14.9%	28.6%	19.8%	22.4%
Student	17.4	16.5	29.7	18.8	17.6
Faculty	7.6	25.8	32.9	15.0	18.7
Teacher	12.0	15.2	27.5	17.1	28.2
Employed by non-profit organization	13.8	13.7	26.1	18.8	27.6
Self-employed professional	7.6	15.9	34.5	19.9	22.1
Proprietor of own business	11.7	10.1	34.5	29.2	14.7
Employed by private firm	12.9	9.1	26.6	22.9	28.5
Retired or unemployed	15.5	20.4	21.7	18.1	24.3
Housewife	27.4	7.7	12.0	21.6	31.7
Armed Forces	73.9	5.3	5.3	8.8	7.0
Other	15.8	13.1	25.6	21.0	24.3

Respondents:	18,207
N.A. Status:	316
N.A. Frequency:	435
N.A. Both:	349
Total	19,307

Table A-17

FREQUENCY OF VISITS BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES GENERAL USERS

	First or Second Visit	Daily or Several Times a Week	Weekly or Several Times a Month	About Once a Month	Less Often
Total	14.3%	14.6%	28.8%	19.5%	22.8%
Doctorate	5.8	19.0	31.8	13.9	29.5
Master's degree	9.1	22.9	31.7	15.8	20.5
Professional degree	11.9	13.0	25.4	23.9	25.8
Bachelor's degree	12.3	15.9	30.1	19.4	22.3
Associate degree	24.2	4.3	23.2	29.6	18.8
None of the above	21.4	8.5	26.4	20.3	23.4

Respondents:	17,302
N.A. Frequency:	1,221
N.A. Degree:	575
N.A. Both:	209
Total	19,307

Table A-18 provides the data for frequency of use by the academic affiliations of students and faculty. This table shows that the frequency of use by those patrons affiliated with private institutions and those associated with public institutions is proportionately about the same. However, a very large proportion (74%) of students and faculty from CUNY Graduate Division are regular users (i.e., daily or weekly) while a significant proportion of those affiliated with "more than one institution" (68%) or N.Y.U. (65%) use The Research Libraries regularly. Individuals from "all other institutions" are the most likely to be making their first or second visit to these Libraries while those from SUNY are the least likely to be regular users (48%). In both of these cases, the fact that SUNY and, most likely, the majority of "all other institutions" are not located in New York City probably influences this finding. Students and faculty associated with L.I.U. are more likely than others to use the Libraries about once a month.

Those patrons who tend to be regular users (i.e., several times a week or several times a month) are more likely to know the sources of the Libraries' financial support than those who visit less frequently or are making their first or second visit. Table A-19 presents this information.

Table A-18

FREQUENCY OF VISITS OF STUDENTS AND FACULTY BY INSTITUTIONAL AFFILIATION
GENERAL USERS

	First or Second Visit	Daily or Several Times a Week	Weekly or Several Times a Month	About Once a Month	Less Often
Total	14.0%	18.7%	31.8%	17.8%	17.7%
All New York public institutions	12.2%	16.5%	36.8%	18.7%	15.8%
CUNY (Graduate Division)	3.7	40.3	33.5	7.7	14.8
CUNY (other)	13.4	13.1	37.6	20.9	15.0
SUNY	10.2	11.9	29.7	7.6	40.7
Five selected private institutions	8.5%	24.4%	31.7%	17.6%	17.8%
Columbia	12.2	19.3	31.6	16.6	20.3
Fordham	15.6	23.4	24.1	26.6	10.3
L.I.U.	2.8	13.7	30.3	38.4	14.7
N.Y.U.	5.3	29.4	35.3	11.4	18.6
St. John's	9.0	35.9	19.2	14.1	21.8
Rutgers University	11.3	18.5	35.8	20.5	13.9
All other institutions	21.0	16.6	25.9	16.6	19.9
More than one institution	0.0	39.5	28.9	9.2	22.4

Respondents:	7,070
N.A. Frequency:	112
N.A. School:	11,453
N.A. Both:	672
Total	19,307

Table A-19

KNOWLEDGE OF LIBRARIES' SOURCES OF SUPPORT BY FREQUENCY OF PATRONS' VISITS GENERAL USERS

	Know of Private Support	Do Not Know of Private Support
Total	52.6%	47.4%
First or second visit	31.2	68.8
Daily or several times a week	66.1	33.9
Weekly or several times a month	59.8	40.2
About once a month	54.9	45.1
Less often	48.1	51.9

Respondents:	8,786
N.A. Support:	9,738
N.A. Frequency:	215
N.A. Both:	569
Total	19,309

Time of Arrival

When do people arrive at The Research Libraries? As shown in Table A-20, more than half (57%) of the responding patrons arrived in the afternoon while almost a third (32%) came in the morning. Evening use of the Libraries was much more limited.

Table A-20

TIME OF RESPONDENTS' ARRIVAL AT THE LIBRARIES GENERAL USERS

Morning	32.4%
Afternoon	56.5
Evening	11.1

An internal study done by The Research Libraries between January 17th and May 28th, 1966 is presented in Table A-21. In examining the medians across the time periods a definite trend becomes apparent. For the vast majority of rooms, there is increasing usage from the time the room opens until three o'clock when use begins to decline. This general peak occurs every day of the week. Most of the rooms that are open in the evening during the week experience another small rise in patronage at six o'clock. There are two rooms that are open nights on the weekend. One of these exhibits a continuing decline in patronage from three o'clock on while the other demonstrates a small increase at six on Saturday and at seven on Sunday.

Do certain groups of patrons tend to arrive at The Research Libraries in the morning, in the afternoon or in the evening? Table A-22 shows that the majority of people in every status category, except for Armed Forces personnel, come to the Libraries in the afternoon. Among the various groups Armed Forces personnel and faculty members are more likely to arrive in the morning, teachers are more likely to come in the afternoon and individuals classified as "other" are more likely to come in the evening than individuals in any of the other status categories.

Table A-22

TIME OF ARRIVAL BY PATRONS IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	Morning	Afternoon	Evening
Total	32.6%	56.6%	10.8%
Student	31.3	57.0	11.8
Faculty	40.1	49.3	10.7
Teacher	28.5	66.5	5.0
Employed by non-profit organization	28.4	59.4	12.2
Self-employed professional	32.2	59.2	8.6
Proprietor of own business	36.1	59.9	3.9
Employed by private firm	33.7	54.4	11.9
Retired or unemployed	33.7	59.6	6.7
Housewife	28.2	61.4	10.4
Armed Forces	57.5	35.0	7.5
Other	32.5	50.7	16.8

Respondents:	17,424
N.A. Time:	1,219
N.A. Status:	487
N.A. Both:	178
Total	19,308

Table A-21

INTERNAL STUDY BY THE RESEARCH LIBRARIES OF THE TIME OF RESPONDENTS' ARRIVAL AT THE LIBRARIES
GENERAL USERS

Reader Count, January 17 - May 28, 1966
Mondays - Fridays

	9:30 AM		10:30		11:30		12:30 PM		1:30		3:00		5:00		5:30		6:00		7:00		8:00		9:00		9:30	
	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.
American History	19	4	35	11	49	16	60	20	60	24	60	27	42	25	38	20										
Annex	21	9	39	17	46	24	47	27	57	30	56	34	39	21[a]												
Arents	2	0	18	1	3	1	3	1	4	0	32	1	4	0[a]												
Art	13	2	22	7	39	11	46	15	47	20	55	23	40	18	31	15	34[b]	17	31	17	30	16	22	11	21	8
Berg	2	0	3	1	4	1	4	1	4	1	3	1	3	1[a]												
Dance							5	2	7	2	8	3	15	3	7	3										
Economics	36	18	65	37	130	54	98	65	104	72	154	70	76	49	72	41	79[b]	51	85	45	58	41	66	30	44	20
Genealogy	11	3	20	9	28	14	32	19	38	22	37	22	27	17	24	13										
Information (Rm.315)	77	22	105	39	195	50	192	54	187	64	163	58	175	47	97	43	116	45	71	38	57	27	30	17	24	9
Jewish	6	2	15	6	32	11	41	16	49	20	40	22	29	17	30	14	22[b]	15	21	10	20	11	15	7	10	5
Main Reading Room	123	41	321	166	436	222	449	277	538	301	668	323	640	281	491	255	422	242	410	248	339	207	292	182	260	130
Manuscripts	2	0	6	2	8	2	8	3	7	3	7	3	5	1[a]												
Maps	5	0	6	1	8	3	10	3	9	4	10	4	9	3	7	3										
Music			9	3	23	5	23	8	23	8	26	11	22	10	22	8	20[b]	11	23	10	19	8	16	6[c]		
Music - Special Collection			3	0	5	1	5	2	6	2	8	3	7	25	6	1										
Oriental	7	3	9	4	13	5	16	6	12	5	13	6	15	6[a]												
Periodicals	12	6	25	14	36	22	50	32	55	34	55	32	39	27	37	22	38	22	29	17	23	13	18	9	17	7
Prints	8	0	9	1	9	2	8	2	8	3	10	3	8	3[a]												
Rare Books	5	1	7	2	10	3	8	3	8	4	12	5	10	4[a]												
Rodgers & Hammerstein			2	0	3	0	5	1	4	1	8	1	6	1	5	1										
Science & Technology	15	6	34	17	48	26	62	31	69	38	83	39	49	30	40	255	40[b]	30	43	27	48	24	27	18	20	14
Slavonic	14	4	18	8	23	12	25	15	33	18	35	20	30	16	34	14	25[b]	16	26	12	17	9	18	8	15	5
Theater							40	7	25	13	32	16	25	12	18	9										

a Division closes at 5:00; reading is for 4:30.
b 6 - 10 PM, Mondays and Thursdays.
c Division closes at 9 PM; reading is for 8:30.

Table A-21
(continued)

Saturdays

	9:30 AM		10:30		11:30		12:30 PM		1:30		3:00		5:00		5:30		6:00		7:00		8:00		9:00		9:30	
	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.
American History	11	4	22	14	39	25	60	32	60	37	60	50	60	35	60	29										
Annex	33	18	52	33	59	46	55	39																		
Arents	1	0	1	0	2	0	2	0																		
Art	13	3	25	11	43	20	51	26	55	32	53	40	49	26	33	21										
Berg	1	0	2	1	2	1	2	1																		
Dance							5	3	7	3	8	5	9	5	10	5										
Economics	21	13	57	40	101	63	106	73	120	94	139	103	100	73	67	50										
Genealogy	15	5	26	15	30	20	35	27	48	30	48	38	40	29	30	21										
Information (Rm.315)	50	24	113	56	132	76	149	94	148	112	142	99	92	64	87	60	87	64	67	42	41	31	28	18	21	10
Jewish	3	2	11	6	17	10	22	15	29	20	26	21	22	17	19	9										
Main Reading Room	68	49	242	179	360	311	436	368	486	440	620	491	557	450	458	380	474	361	490	321	430	264	320	214	280	160
Manuscripts	2	0	3	1	5	1	4	2																		
Maps	2	0	3	1	4	2	8	3	8	4	13	5	13	4	9	3										
Music			10	4	14	8	18	12	26	15	34	19	29	15	18	12										
Music - Special Collection			2	0	2	1	4	2	5	2	6	4	6	2	4	1										
Oriental	3	1	5	3	10	5	9	5	8	6	8	7	15	6												
Periodicals	13	5	19	14	33	20	37	27	47	32	57	43	41	32	37	23										
Prints	4	0	5	3	7	4	7	3																		
Rare Books	4	1	8	4	10	5	8	5																		
Rodgers & Hammerstein			1	0	3	1	3	1	4	2	8	3	10	3	6	2										
Science & Technology	16	9	34	20	47	31	68	39	67	49	77	61	58	45	41	34										
Slavonic	5	3	11	6	21	13	21	17	27	18	34	18	27	18	24	13										
Theater							19	11	40	21	40	30	30	22	29	17										

Table A-21
(continued)

Sundays

	1:30 PM		3:00		5:00		5:30		6:00		7:00		8:00		9:00		9:30	
	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.	Max.	Med.
American History	28	11	60	31	60	30	60	26										
Art	29	13	59	29	40	27	38	22										
Economics	81	39	107	74	91	67	65	45										
Genealogy	16	7	32	23	34	21	29	18										
Information (Rm. 315)	127	98	138	93	171	57	87	52	203	43	56	33	43	23	27	14	13	7
Jewish	21	11	47	26	60	28	55	19										
Main Reading Room	413	223	537	429	588	422	527	384	510	357	481	357	420	276	339	210	196	143
Music	15	7	25	16	25	18	18	12										
Periodicals	28	18	50	31	42	29	34	21										
Science & Technology	44	21	54	39	51	35	68	27										
Slavonic	14	7	25	12	30	11	14	8										

Does education level have any influence on the time a person arrives at the Libraries? Table A-23 indicates that the higher the degree, the more likely the patron is to arrive in the morning, although the majority of patrons in every degree category arrive at the Libraries in the afternoon.

Table A-23

TIME OF ARRIVAL BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES GENERAL USERS

	Morning	Afternoon	Evening
Total	32.6%	56.5%	10.9%
Doctorate	40.8	51.1	8.2
Master's degree	35.3	55.3	9.4
Professional degree	36.1	53.0	11.0
Bachelor's degree	33.6	56.2	10.2
Associate degree	30.4	57.4	12.1
None of these	26.9	59.9	13.2

Respondents:	16,706
N.A. Time:	1,171
N.A. Degree:	1,205
N.A. Both:	226
Total	19,308

Intensity of Use

The distribution of the amount of time users spend in the Libraries is found in Table A-24. The visits made by three-fifths of the users (61%) lasted for 1-4 hours. Shorter times of 15 minutes to an hour were spent by almost a quarter (23%) of the responding patrons. Fourteen percent were working in the Libraries for more than four hours while very few users (2%) made visits lasting less than 15 minutes.

Do individuals in different status groups tend to spend differing amounts of time in The Research Libraries? An analysis of these two variables is shown in Table A-25. Those respondents who indicate that they are faculty, schoolteachers, or students tend to make longer visits (from two to more than four hours) while Armed Forces personnel and proprietors are least likely to spend such extended periods of time in the Libraries. Relatively short visits of 15 minutes to an hour are more likely among Armed Forces personnel, individuals employed by private firms and proprietors--although the last group has an equal proportion spending

Table A-24

LENGTH OF LIBRARY VISITS
GENERAL USERS

Less than 15 minutes	2.0%
Fifteen minutes - one hour	23.0
One - two hours	30.1
Two - four hours	30.9
More than four hours	14.0

Respondents:	17,243
N.A.:	2,065
Total	19,308

Table A-25

LENGTH OF VISITS MADE BY PATRONS IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	Less Than 15 Min.	15 Min.- 1 Hour	1-2 Hours	2-4 Hours	More Than 4 Hours
Total	1.9%	23.0%	29.9%	31.1%	14.1%
Student	1.6	14.7	23.2	39.8	20.7
Faculty	0.4	15.1	25.6	27.6	31.2
Teacher	1.2	11.7	26.9	43.4	16.8
Employed by non-profit organization	2.1	26.7	32.5	25.5	13.0
Self-employed professional	1.3	26.0	36.7	26.6	9.3
Proprietor of own business	3.5	42.3	42.3	11.7	0.0
Employed by private firm	2.6	35.5	32.9	22.8	6.2
Retired or unemployed	0.3	27.7	40.7	26.7	4.5
Housewife	0.0	19.4	49.1	24.5	6.9
Armed Forces	0.0	65.9	25.0	6.8	2.3
Other	7.3	23.5	36.3	29.6	3.5

Respondents:	16,776
N.A. Intensity:	1,867
N.A. Status:	467
N.A. Both:	198
Total	19,308

from one to two hours. Those who are retired or unemployed, housewives, self-employed professionals or "other" tend to make intermediate length visits of from one to two hours while schoolteachers are most likely to spend two to four hours in the Libraries.

Do people holding advanced degrees tend to spend longer hours when they visit The Research Libraries? Table A-26 indicates that those users with doctorates and master's degrees are more likely than the other groups to spend long hours--more than four hours at a stretch--while those with professional degrees or degrees below the bachelor's tend to make shorter visits of 15 minutes to two hours.

Table A-26

LENGTH OF VISITS MADE BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES GENERAL USERS

	Less Than 15 Min.	15 Min.- 1 Hour	1-2 Hours	2-4 Hours	More Than 4 Hours
Total	1.6%	23.3%	29.7%	31.3%	14.1%
Doctorate	0.5	21.8	28.5	29.0	20.1
Master's degree	0.8	18.5	30.8	29.2	20.7
Professional degree	2.2	31.8	37.0	23.6	5.6
Bachelor's degree	2.1	21.2	27.1	34.9	14.6
Associate degree	6.4	26.8	30.7	26.3	9.7
None of these	0.9	27.1	30.7	31.3	10.0

Respondents: 16,099
N.A. Time: 1,778
N.A. Degree: 1,144
N.A. Both: 287

Total 19,309

Looking at the table the other way, the greatest proportion of patrons at all educational levels spend intermediate lengths of time--from one to four hours--when they visit the Libraries.

Purpose of Visit to The Research Libraries

For what reasons do patrons come to The New York Public Library Research Libraries? Respondents were asked to indicate whether they had come:

- to pursue academic work;
- to undertake a specific project for my business, job, or firm;
- to locate general material related to my business, job, or profession (personal advancement, professional browsing, etc.);
- to pursue individual research not connected with my work for any institution or firm; or
- to pursue a personal interest.

The distribution provided in Table A-27 shows that the majority of patrons come to pursue academic work. This is to be expected in view of the fact that more than a third of the respondents reported that they are students.

Table A-27

PURPOSE OF VISIT*
GENERAL USERS

To pursue academic work	44.2%		
To undertake specific business project	19.2	Respondents:	18,874
To locate general material related to business	13.0	N.A.:	434
To pursue independent research	14.2	Total	19,308
To pursue personal interest	34.6		

*The questionnaire used during the last half of the study offered a sixth alternative, "other." Of the patrons who had the opportunity to do so, 2.3% circled "other." Total exceeds 100% because of multiple responses.

An analysis, shown in Table A-28, of patrons' purposes in coming to the Libraries and how frequently they use them shows somewhat more of those pursuing individual research or academic work are frequent users (i.e., more than once a month). The reverse is true of those working on a specific business project or pursuing a personal interest.

Table A-28

FREQUENCY OF VISITS BY PATRONS WITH VARIOUS PURPOSES IN USING THE RESEARCH LIBRARIES
GENERAL USERS

	First or Second Visit	Daily or Several Times a Week	Weekly or Several Times a Month	About Once a Month	Less Often
Total	14.1%	14.9%	28.8%	19.7%	22.5%
To pursue academic work	14.1	18.2	30.5	19.3	17.9
To undertake specific business project	10.3	11.1	30.0	21.0	27.6
To locate general material related to business	14.7	11.6	30.7	21.1	21.9
To pursue independent research	9.3	18.6	35.0	19.5	17.6
To pursue personal interest	16.3	12.5	24.1	19.8	27.3

Respondents:	18,364
N.A. Frequency:	510
N.A. Purpose:	159
N.A. Both:	274
Total	19,307

As might be expected, different status groups do indicate different purposes behind their visits. Not surprisingly, a greater proportion of faculty, students and schoolteachers visit the Libraries to pursue academic work, while a greater proportion of individuals who are in the business world (self-employed professionals, proprietors, employees of non-profit organizations and employees of private companies) visit the Libraries for specific projects connected with their jobs and/or for general material related to their job than was the case in the other status categories. Retired or unemployed individuals, housewives, and Armed Forces personnel, are more likely than others to come to the Libraries to pursue a personal interest. These data are presented in Table A-29.

Is there a relationship between the reason a person makes a trip to The Research Libraries and his occupational or research field? Because there is a relationship between status and field and one between status and purpose, the findings shown in Table A-30 are not surprising.

Table A-29

PURPOSE OF VISITS BY PATRONS IN DIFFERENT STATUS CATEGORIES *
GENERAL USERS

	To Pursue Academic Work	To Undertake Specific Business Project	To Locate General Material Related to Business	To Pursue Independent Research	To Pursue Personal Interest
Total	44.9%	19.4%	12.6%	13.8%	24.2%
Student	84.9	2.8	3.7	6.3	13.9
Faculty	70.7	9.0	8.5	20.1	9.7
Teacher	57.4	10.4	6.9	15.9	19.0
Employed by non-profit organization	23.8	28.3	19.8	21.5	32.1
Self-employed professional	7.8	41.7	29.0	20.1	24.9
Proprietor of own business	4.6	44.1	31.3	14.3	18.9
Employed by private firm	13.9	40.7	18.5	15.4	26.8
Retired or unemployed	3.5	4.0	13.8	18.4	71.9
Housewife	15.3	8.4	1.9	17.6	61.3
Armed Forces	1.9	7.4	25.9	5.6	61.1
Other	18.2	15.2	11.2	24.6	46.6

Respondents:	18,463
N.A. Purpose:	411
N.A. Status:	179
N.A. Both:	254
Total	19,307

* Totals may exceed 100% because of multiple responses.

Table A-30

PURPOSE OF VISITS BY PATRONS IN DIFFERENT OCCUPATIONAL FIELDS*
GENERAL USERS

	To Pursue Academic Work	To Pursue Specific Business Project	To Locate General Material Related to Business	To Pursue Independent Research	To Pursue Personal Interest
Total	45.2%	19.2%	12.8%	13.9%	23.4%
Sciences	44.0	14.2	14.3	16.9	26.2
Social sciences	75.8	8.2	5.0	9.9	11.6
Humanities	66.7	10.0	7.6	12.5	16.9
Creative arts	30.2	23.0	16.6	22.0	26.6
Business/Commerce	24.9	31.6	16.5	12.3	28.3
Administration	27.8	29.9	18.9	12.0	24.1
Law	35.9	23.7	17.5	9.5	26.4
Other	39.9	14.0	14.3	12.1	45.6

*Totals may exceed 100% because of multiple responses.

Respondents: 17,209
N.A. Purpose: 284
N.A. Field: 1,664
N.A. Both: 150

Total 19,307

Many students, faculty members and schoolteachers reported that they are in the fields of humanities and social sciences (Table A-7). A great proportion of these same individuals came to undertake academic work (Table A-29). Thus, it is not surprising to find in Table A-30 that many patrons in humanities and social sciences come in pursuit of academic matters. Users in business and commerce and administration are more likely than others to come for information concerning a specific project related to their job. Proportionately more of the users in the creative arts come to undertake independent research than the others although more of this specific group visit The Libraries for academic reasons and personal interests. Of all the status groups, the ones most likely to come for personal interest are those whose occupations were classified as "other."

The analysis of purpose of coming to The Research Libraries by education level, shown in Table A-31, indicates a few variations. The group most likely to be working on a specific project for their job are those individuals holding a professional degree. More of those with a doctorate are doing independent research than any other single category, although the largest single group of patrons with a doctorate are pursuing academic work. The most likely users to be pursuing personal interests are those with "none of the above" degrees. Users with a master's are most likely to be pursuing academic work.

Looking at the table the other way, in all categories of degree level, except for those holding professional degrees, more than two-fifths patrons come to pursue academic work. More users with professional degrees come to work on specific projects for their firm or for personal interest.

An analysis of time of arrival by purpose in visiting the Libraries is found in Table A-32. Those users who are working on a specific project for their firm are more likely to come in the morning than those individuals indicating other purposes. Nevertheless, no matter what their espoused purpose, the majority of patrons arrived in the afternoon.

As might be expected, the amount of time spent at The Research Libraries varied with the purpose of the visit. Table A-33 shows that users who are engaged in academic pursuits are more likely than others to spend long hours--from two to more than four hours--and less likely to visit for shorter periods of time. Short visits--of less than 15 minutes to one hour--are made by proportionately more individuals who come to the Libraries for personal interests than others. Except for those engaged in academic work, the largest single group in every purpose category spend from one to two hours in the Libraries.

Are patrons with particular purposes in using the Libraries more likely to know how they are supported financially? An analysis of these two variables, not presented here, shows that there is no relationship--that is, respondents who have an academic purpose are no more likely than those with other purposes to know that The Research Libraries are privately supported.

Table A-31

PURPOSE OF VISITS BY PATRONS HOLDING VARIOUS ACADEMIC DEGREES*
GENERAL USERS

	To Pursue Academic Work	To Pursue Specific Business Project	To Locate General Material Related to Business	To Pursue Independent Research	To Pursue Personal Interest
Total	44.7%	20.0%	13.0%	14.2%	23.6%
Doctorate	46.6	22.2	12.9	22.1	19.4
Master's degree	51.6	19.9	12.7	14.2	16.8
Professional degree	18.6	36.7	13.2	17.9	25.2
Bachelor's degree	44.7	23.1	13.1	13.4	20.9
Associate degree	46.1	18.3	13.9	14.2	23.7
None of the above	45.9	11.6	13.0	12.5	32.9

*Totals may exceed 100% because of multiple responses.

Respondents:	17,567
N.A. Purpose:	1,307
N.A. Degree:	310
N.A. Both:	124
Total	19,308

Table A-32

TIME OF ARRIVAL BY PATRONS WITH VARIOUS PURPOSES IN USING THE RESEARCH LIBRARIES
GENERAL USERS

	Morning	Afternoon	Evening
Total	32.5%	56.5%	11.0%
To pursue academic work	32.2	55.3	12.5
To undertake specific business project	41.0	53.1	5.9
To locate general material related to business	30.2	57.7	12.0
To pursue independent research	30.6	55.0	14.4
To pursue personal interest	28.0	60.5	11.5

Respondents:	17,619
N.A. Time:	292
N.A. Purpose:	1,255
N.A. Both:	142
Total	19,308

Table A-33

LENGTH OF VISITS MADE BY PATRONS WITH VARIOUS PURPOSES IN USING THE RESEARCH LIBRARIES
GENERAL USERS

	Less Than 15 Min.	15 Min.- 1 Hour	1-2 Hours	2-4 Hours	More Than 4 Hours
Total	1.9%	23.0%	30.2%	30.8%	14.1%
To pursue academic work	1.2	11.2	23.3	41.2	23.0
To undertake specific business project	1.9	29.2	36.1	24.2	8.6
To locate general material related to business	1.2	32.8	36.6	22.1	7.3
To pursue independent research	1.2	23.1	34.9	27.1	13.7
To pursue personal interest	2.9	34.2	34.8	21.9	6.2

Respondents:	16,958
N.A. Intensity:	285
N.A. Purpose:	1,916
N.A. Both:	149
Total	19,308

In order to pinpoint more precisely the reasons students and faculty make use of The Research Libraries, academic users were asked to indicate the purposes of their visit from among the following:[11]

Teaching duties
Research not connected with work for a degree
Preparation for doctoral courses or examinations
Research for doctoral dissertation
Work for a professional degree (MD, LLB, MAT, etc.)
Courses or thesis for master's degree
Courses or papers for bachelor's degree
Courses or assignments for a community college
None of the above

Table A-34 shows the distribution of responses for students and faculty as well as for all of the respondents as a whole. Almost two-thirds (65%) of the respondents were doing work connected with obtaining an academic degree and more than half of these (35%) were candidates for advanced degrees. As might be expected, the largest single group (26%) were doing coursework or papers for the bachelor's. Of all respondents using the Libraries one out of ten were there to undertake work in connection with obtaining a bachelor's degree.

An analysis of the academic purposes of students and faculty shows, as might be expected, that more faculty are working on non-degree research, preparing for the doctorate or preparing for teaching than students. Conversely, more students than faculty are doing work connected with obtaining a master's or bachelor's degree. This information is exhibited in Table A-35.

A study of the academic purposes of faculty and student users according to their academic affiliation is shown in Table A-36. Since the branches of CUNY are grouped by the criterion of graduate vs. undergraduate the differences can be anticipated--a greater proportion of users affiliated with the graduate division are engaged in non-degree research or preparing for the doctorate; a greater proportion of the patrons connected with the undergraduate branches are preparing for the bachelor's, although a substantial number are doing non-degree research (20%) and work toward a master's degree (17%).

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[11] The alternatives for this question were changed slightly for the second questionnaire distributed during the last half of the study. "Preparation for doctoral courses or examinations" and "research for doctoral dissertation" were combined as one alternative "preparation for doctoral courses, examinations, or dissertation" and a new category was added: "high school assignments or work." Tables will present only the combined data on doctoral candidates as "preparation for doctorate." "High school assignments or work" are included in "none of the above."

Table A-34

ACADEMIC PURPOSES OF RESPONDING STUDENTS AND FACULTY
GENERAL USERS

	Percent of Responding Faculty and Students	Percent of Total Sample
Teaching	1.9%	0.7%
Non-degree research	18.6	7.0
Doctoral preparation	15.6	5.9
Professional preparation	1.7	0.7
Master's preparation	17.9	6.8
Bachelor's preparation	25.7	9.7
Junior college work	4.0	1.5
None of the above*	14.6	5.5

Respondents: 7,309
N.A.: 11,998

Total 19,307

*Patrons circling high school assignments or work are included in this total. Of the responding students who had the opportunity to do so, an estimated 9% indicated this alternative. This estimate may be somewhat low because relatively few high school students go to school in the summer and the public schools were closed during the fall survey.

Table A-35

ACADEMIC PURPOSES OF VISITS MADE
BY FACULTY AND STUDENTS
GENERAL USERS

	Total	Students	Faculty
Teaching	1.9%	0.3%	10.0%
Non-degree research	18.6	12.1	51.4
Doctoral preparation	15.6	13.1	28.3
Master's preparation	17.9	21.0	2.3
Professional preparation	1.7	2.0	0.2
Bachelor's preparation	25.7	30.8	0.1
Junior college work	4.0	4.7	0.0
None of these	14.6	16.0	7.6

Respondents: 7,309
N.A. Degree: 11,333
N.A. Status: 0
N.A. Both: 665

Total 19,307

Table A-36

ACADEMIC PURPOSE OF STUDENTS AND FACULTY AFFILIATED WITH VARIOUS INSTITUTIONS*
GENERAL USERS

	Teaching	Non-Degree Research	Doctoral Preparation	Professional Preparation	Master's Preparation	Bachelor's Preparation	Junior College Work	None of These
Total	1.8%	18.6%	16.2%	1.7%	18.4%	26.4%	4.0%	12.9%
All New York public institutions	1.3%	21.6%	8.8%	0.8%	16.4%	33.3%	7.4%	10.4%
CUNY (Graduate Division)	1.0	35.4	34.4	0.0	12.7	5.1	0.0	11.5
CUNY (other)	1.3	20.2	5.1	0.9	17.4	37.6	8.7	8.8
SUNY	2.5	19.2	6.7	0.0	6.7	28.3	2.5	34.2
Five selected private institutions	2.5%	11.2%	28.5%	4.2%	28.9%	16.5%	0.8%	7.3%
Columbia	1.6	15.2	31.5	4.0	27.0	10.3	0.0	10.3
Fordham	1.1	17.4	26.2	9.2	19.9	20.2	0.0	6.0
L.I.U.	0.0	5.9	5.9	5.4	27.2	51.0	0.0	4.5
N.Y.U.	4.0	8.2	33.6	2.9	32.9	10.5	1.7	6.4
St. John's	2.5	12.7	12.7	0.0	29.1	35.4	1.3	7.6
Rutgers University	3.1	36.6	14.9	1.2	9.9	20.5	6.8	7.5
All other institutions	2.4	21.1	13.2	0.2	11.2	27.8	3.0	21.2
More than one institution	21.1	36.8	29.0	0.0	3.9	0.0	2.6	7.9

Respondents:	7,016
N.A. Purpose:	167
N.A. School:	293
N.A. Both:	11,832
Total	19,308

*Totals may exceed 100% because of multiple responses.

Among the private institutions named, students and faculty from Columbia (63%), Fordham (55%) and N.Y.U. (69%) tend to be candidates for advanced degrees while those from L.I.U. (51%) and St. John's (35%) are more likely to be pursuing a bachelor's. Patrons from "all other institutions" had three major academic purposes: preparation for the bachelor's (28%), non-degree research (21%), and "none of these" (21%). Those individuals who are affiliated with "more than one institution" tend to be doing non-degree research (37%).

Comparing the schools with each other, individuals from "more than one institution" are more likely to be doing non-degree research (with Rutgers and CUNY Graduate Divisions running a close second and third) than patrons in the other categories. Students and faculty from CUNY Graduate Divisions are more likely to be working toward a doctorate (with N.Y.U. and Columbia close behind) than the others while those from Fordham are the most likely of all the groups to be aiming toward a professional degree. More students from N.Y.U. than any other group were undertaking work toward an M.A., while more from L.I.U. are preparing for a bachelor's. The group most likely to be working on "none of these" is composed of students and faculty affiliated with SUNY.

Much of this information corroborates the findings presented earlier in this appendix on expected degree of responding students and their academic affiliation (see Table A-11 and accompanying text).

Do students and faculty with different academic purposes tend to spend varying lengths of time when they come to the Libraries? Table A-37 gives the data for this analysis. When each purpose category is examined separately, we find that the greatest proportion of patrons make visits lasting from 2-4 hours except those in the category "none of the above," where the largest single group made visits lasting from 15 minutes to one hour. In comparing the categories, users with "none of the above" purposes are more likely than others to spend less than an hour in the Libraries. Visits of from one to two hours are more likely among individuals who are doing junior college work, preparing for professional degrees or engaged in non-degree research than others. Patrons preparing for advanced degrees (master's or doctorate) are more likely than others to make extended visits in excess of four hours.

Table A-37

LENGTH OF VISITS MADE BY PATRONS
WITH DIFFERENT ACADEMIC PURPOSES
GENERAL USERS

	Less Than 15 Min.	15 Min.- 1 Hour	1-2 Hours	2-4 Hours	More Than 4 Hours
Total	1.2%	14.6%	23.5%	37.9%	22.8%
Teaching	0.0	26.1	20.4	40.1	13.4
Non-degree research	0.8	17.8	29.4	31.7	20.3
Doctoral preparation	0.0	8.0	21.4	37.2	33.5
Professional preparation	5.6	8.8	30.4	36.8	18.4
Master's preparation	0.9	7.1	14.7	43.3	34.0
Bachelor's preparation	0.7	9.0	25.6	46.2	18.7
Junior college work	0.0	13.1	31.4	36.0	19.4
None of the above	4.5	35.6	22.6	26.0	11.4

Respondents:	6,980
N.A. Purpose:	10,263
N.A. Time:	329
N.A. Both:	1,736
Total	19,308

Type of Materials Sought

When patrons arrived at the Research Libraries did they tend to come for a specific item or to browse? Respondents were asked to indicate what they were looking for when they came to the Libraries from among the following:

Material on a particular subject but uncertain as to
the title, author, periodical, etc.
Specific title, author, periodical, etc.
Neither specific subject nor item

The distribution of responses to this question is shown in Table A-38. More than half (58%) of the responding patrons had arrived at the Libraries with a specific title or author in mind while almost two-fifths (39%) were looking for material on a particular subject. Some 5% of the respondents indicated that they had come for both a specific title or author and material on a specific subject while 7% had neither in mind before coming to the Libraries.

Table A-38

TYPE OF MATERIAL SOUGHT*
GENERAL USERS

Particular subject	58.2%	Respondents:	18,742
Specific title or author	39.2	N.A.:	566
Neither	7.3		
		Total	19,308

*Total exceeds 100% because of multiple responses.

When the types of materials sought are examined by users' patron status we find that faculty members, followed by schoolteachers, were more likely than others to come to the Libraries for a specific item. The group most likely to be looking for materials in a certain subject area was Armed Forces personnel.

Table A-39

TYPE OF MATERIAL SOUGHT BY PATRONS
IN DIFFERENT STATUS CATEGORIES *
GENERAL USERS

	Particular Subject	Specific Title or Author	Neither
Total	39.2%	58.4%	7.2%
Student	40.2	59.4	5.7
Faculty	23.9	76.2	3.5
Teacher	32.8	67.9	7.6
Employed by non-profit organization	35.8	60.0	8.5
Self-employed professional	39.6	61.3	5.9
Proprietor of own business	46.6	53.4	3.5
Employed by private firm	42.0	52.7	9.4
Retired or unemployed	38.9	52.2	11.8
Housewife	47.7	45.8	8.1
Armed Forces personnel	63.2	28.1	8.8
Other	43.1	47.3	10.5

Respondents:	18,332
N.A. What Sought:	310
N.A. Status:	410
N.A. Both:	256
Total	19,308

*Totals may exceed 100% because of multiple responses.

Does the purpose of one's visit influence the type of material sought? Table A-40 presents this analysis and shows that there is little interaction among these two variables except that users who come with an academic purpose are more likely to have a specific author or title in mind while those who are pursuing a personal interest are more likely not to have a specific title, author, or topic in mind. This, of course, is not unexpected, in view of two previous findings: 1) a large proportion of faculty and schoolteachers come to the Libraries for academic reasons; and 2) faculty and schoolteachers are more likely than others to be looking for a specific title or author when they arrive at the Libraries.

Table A-40

TYPE OF MATERIAL SOUGHT BY PATRONS WITH VARIOUS PURPOSES IN USING THE LIBRARIES*
GENERAL USERS

	Particular Subject	Specific Title or Author	Neither
Total	39.4%	58.4%	7.0%
To pursue academic work	38.6	65.0	2.9
To undertake specific business project	43.4	57.3	4.4
To locate general material related to business	42.6	57.9	5.7
To pursue independent research	42.1	58.8	5.6
To pursue personal interest	38.5	48.8	18.0

Respondents:	18,478
N.A. Purpose:	264
N.A. What Sought:	396
N.A. Both:	170
Total	19,308

*Totals may exceed 100% because of multiple responses.

If the particular academic purposes are examined, is there any difference in the type of material being sought? Table A-41 indicates that those preparing for teaching or for the doctorate are more likely to be searching for a particular title or author while patrons engaged in "none of the above" and candidates for professional degrees are less likely to be looking for specific materials. Individuals who are doing junior college work during their visit to the Libraries are more likely than others to have come for materials on a certain subject without knowing the specific item.

Table A-41

TYPE OF MATERIAL SOUGHT BY PATRONS
WITH VARIOUS ACADEMIC PURPOSES *
GENERAL USERS

	Particular Subject	Specific Title or Author	Neither
Total	36.4%	63.3%	5.2%
Teaching	16.5	89.9	3.6
Non-degree research	41.3	60.9	3.5
Doctoral preparation	19.5	84.3	1.2
Professional preparation	37.9	45.2	19.4
Master's preparation	25.2	74.6	2.9
Bachelor's preparation	45.9	58.3	1.8
Junior college work	59.1	47.9	0.0
None of the above	41.7	41.4	20.6

Respondents: 7,253
N.A. Purpose: 11,488
N.A. What Sought: 56
N.A. Both: 510

Total 19,307

*Totals may exceed 100% because of multiple responses.

Kinds of Materials Used

As seen in the preceding section the majority of patrons come for specific items which they hope to find at The Research Libraries. In order to determine what kinds of library materials are actually used, respondents were asked to indicate from the following list what they had used.

- Books and monographs
- Card Catalog or other guides
- Government publications
- Manuscripts
- Maps
- Microfilm, microcards, etc.
- Music scores
- Newspapers, clippings
- Pamphlets
- Periodicals
- Phonographs records
- Photographs, negatives, slides
- Pictures or prints
- Posters, playbills, etc.

For the second printing of the questionnaires, which was distributed during the last half of the summer sampling period and the entire fall period, three more alternatives were added: "patents," "other," and "specific items I wanted were not available."

Table A-42 presents the distribution of responses to this question. As would be expected, the majority of responding patrons (58%) utilize books and monographs and more than a third (35%) use periodicals. More than two-fifths (44%) of the respondents make use of the card catalog. The other categories of materials are utilized by substantially less of the responding patrons.

Table A-42

KINDS OF MATERIALS USED
GENERAL USERS

Books and monographs[b]	57.6%	Periodicals[b]	35.3%
Government publications	7.4	Phonograph records	1.0
Manuscripts	2.1	Photographs	0.8
Maps	2.2	Pictures and prints	2.4
Microfilm	4.7	Posters and playbills	0.7
Music scores	1.5	Patents[a]	0.3
Newspapers, clippings	5.7	Other items[a]	3.1
Pamphlets	6.0	Card catalog	44.4

Specific items needed were not available[a] 3.1%

Respondents:	18,108
N.A.	1,200
Total	19,308

a These items were included only for the second printing of the questionnaires. The percentages given in the table are based on the total number of respondents. Of those who had the opportunity to indicate these alternatives 0.7% used patents, 6.6% used other items and 6.6% wanted specific items that were not available.

b The percent for books and monographs may be somewhat high and that for periodicals may be somewhat low, because some patrons may not have made the distinction between bound periodicals and books.

An analysis of the kinds of materials used by patrons in different status categories is shown in Table A-43. Faculty members at universities and colleges (followed by housewives and schoolteachers) are more likely to use books and monographs than the other groups, while Armed Forces personnel are more likely than others to make use of maps, newspapers, and pamphlets. The group more likely than others to use government publications and the card catalog is composed of those individuals employed by non-profit organizations. Patrons in occupations classified as "other" are more likely to utilize microfilm. Periodicals tend to be

Table A-43

KINDS OF MATERIALS USED BY PATRONS IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	Books and Monographs	Government Publications	Manuscripts	Maps	Microfilm	Music Scores	Newspapers, Clippings	Pamphlets	Periodicals	Phonograph Records	Photographs	Pictures and Prints	Posters and Playbills	Card Catalog
Total	58.8%	7.5%	2.2%	2.2%	4.9%	1.5%	5.8%	6.1%	36.2%	1.0%	0.7%	2.3%	0.6%	45.6%
Student	64.5	7.0	2.4	1.6	6.6	1.4	6.0	7.2	37.1	1.4	0.4	1.7	0.8	52.0
Faculty	69.4	7.6	6.1	1.6	4.0	1.6	6.0	9.5	38.7	0.3	0.3	1.9	0.4	45.1
Teacher	67.8	6.8	3.5	0.8	5.8	0.5	5.0	6.0	34.6	0.6	0.2	2.7	0.6	45.1
Employed by non-profit organization	56.0	10.7	3.5	2.7	1.9	0.9	7.2	9.8	39.5	0.8	2.4	2.9	1.2	53.6
Self-employed professional	54.5	6.3	2.2	4.8	4.2	2.9	6.6	4.7	38.7	3.2	1.7	4.1	0.9	38.6
Proprietor of own business	61.9	7.2	0.2	4.0	1.2	0.0	0.7	7.2	34.4	0.0	0.7	3.7	0.0	33.7
Employed by private firm	50.2	9.3	0.5	2.0	3.4	1.5	5.6	3.5	34.9	0.2	0.7	2.5	0.2	43.5
Retired or unemployed	49.9	4.3	1.9	2.2	3.4	0.3	4.1	2.4	33.0	0.2	0.0	1.1	0.0	31.5
Housewife	67.9	3.6	1.3	0.0	1.3	0.0	6.7	8.0	21.4	0.4	0.0	0.0	0.0	51.8
Armed Forces personnel	13.2	1.9	0.0	30.2	0.0	0.0	18.9	20.8	20.8	1.9	0.0	0.0	0.0	47.2
Other	50.0	10.0	1.0	2.0	9.0	3.8	7.4	7.0	32.8	1.1	2.6	3.8	2.5	33.9

Respondents:	17,342
N.A. Item:	1,300
N.A. Status:	388
N.A. Both:	278
Total	19,308

used less by housewives and Armed Forces personnel.[12]

Are certain types of materials used more by patrons of a certain education level? Table A-44 shows that most of the variations are relatively slight with a range of 5% or less. Of note, is that those holding advanced degrees (master's and doctorate) are more likely to use books and monographs than other groups and patrons with an associate degree are more likely to use pamphlets. In addition, patrons with a bachelor's, a master's or "none of these" degrees tend to make more use of the card catalog than individuals in other categories and those with a bachelor's degree are more likely to use periodicals than patrons from other groups.

An analysis of the kinds of materials used by the patron's purpose in coming to the library, exhibited in Table A-45, showed no particular relationship except that those individuals engaged in independent research or academic work are more likely to use books and monographs. The latter group, followed by those working on a specific business project, are more likely to make use of the card catalog than those who make their visit for other purposes.

When the types of materials used are examined by the more specific academic purposes of students and faculty a few differences become apparent. Those users who are preparing for doctoral degrees are somewhat more likely to utilize books and monographs and less likely to use the card catalog than those with other purposes, while those undertaking work in connection with a professional degree are more likely to use government publications. Newspapers and clippings, pamphlets, periodicals, and the card catalog are utilized by proportionately more patrons doing junior college work than those in other purpose groups. Patrons with "none of the above purposes" are least likely to use books and monographs. Within the other classes of materials the variations in use by students and faculty with different purposes are small. These data are shown in Table A-46.

Is there any difference when the kinds of materials used are examined by the academic affiliation of students and faculty? Table A-47 shows that those individuals from privately supported institutions of higher education are more likely to use books and monographs than those attending CUNY and SUNY--in particular, a greater proportion of users associated with Fordham, Rutgers and L.I.U. make use of these kinds of materials than did others. In addition, students and faculty from SUNY, Fordham and Rutgers are more likely to make use of government publications than patrons from other institutions. Use of maps, microfilms and periodicals is greater by respondents from St. John's than by patrons

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[12] Some patrons may not be aware of the distinction between "books and monographs" and "periodicals"--especially when the latter are in bound volumes. The high use of books and monographs and low use of periodicals on the part of housewives may reflect this.

Table A-44

KINDS OF MATERIALS USED BY PATRONS HOLDING VARIOUS ACADEMIC DEGREES
GENERAL USERS

	Books and Monographs	Government Publications	Manuscripts	Maps	Microfilm	Music Scores	Newspapers, Clippings	Pamphlets	Periodicals	Phonograph Records	Photographs	Pictures and Prints	Posters and Playbills	Card Catalog
Total	59.4%	7.7%	2.1%	2.0%	4.7%	1.5%	5.8%	6.1%	36.2%	1.0%	0.8%	2.4%	0.7%	45.9%
Doctorate	65.6	7.2	5.0	1.2	2.6	1.0	4.5	6.7	37.9	0.3	0.3	2.0	0.0	39.9
Master's degree	64.0	9.4	2.4	2.3	6.9	2.2	6.2	7.6	36.9	1.1	0.4	2.6	0.9	47.8
Professional degree	51.5	11.8	1.7	4.5	4.4	0.5	6.8	2.5	37.5	1.2	2.3	1.7	0.0	34.8
Bachelor's degree	59.8	8.0	2.4	1.6	4.7	1.5	5.3	4.7	40.0	0.6	0.5	1.8	0.4	47.6
Associate degree	52.5	5.8	0.6	2.8	1.9	1.5	5.5	9.1	32.1	0.4	0.4	5.2	0.0	37.2
None of these	57.3	5.4	1.1	2.0	4.4	1.4	6.4	7.2	30.5	1.8	1.2	2.7	1.3	48.2

Respondents:	16,555
N.A. Type:	1,322
N.A. Degree:	1,174
N.A. Both:	256
Total	19,307

Table A-45

KINDS OF MATERIALS USED BY PATRONS WITH VARIOUS PURPOSES IN USING THE LIBRARIES
GENERAL USERS

	Books and Monographs	Government Publications	Manuscripts	Maps	Microfilm	Music Scores	Newspapers, Clippings	Pamphlets	Periodicals	Phonograph Records	Photographs	Pictures and Prints	Posters and Playbills	Card Catalog
Total	59.2%	7.6%	2.2%	2.2%	4.8%	1.5%	5.8%	6.1%	36.1%	1.1%	0.7%	2.4%	0.6%	45.5%
To pursue academic work	68.6	8.0	3.2	1.0	6.8	1.4	5.9	7.9	39.7	0.8	0.3	1.6	0.5	52.0
To undertake specific business project	50.1	11.7	1.2	2.1	4.8	1.1	6.8	6.6	39.4	0.9	2.2	5.2	0.9	49.5
To locate general materials for business	52.5	8.4	1.8	3.7	1.6	3.1	7.2	8.5	36.8	2.5	1.6	4.9	1.2	44.1
To pursue independent research	65.6	5.2	1.2	2.8	4.7	2.1	5.2	3.8	33.4	1.2	0.2	2.2	0.3	43.8
To pursue personal interest	52.4	4.3	2.5	4.5	2.7	2.8	7.2	3.8	32.1	2.0	0.6	2.8	0.6	40.4

Respondents:	17,513
N.A. Item:	1,361
N.A. Purpose:	216
N.A. Both:	217
Total	19,307

Table A-46

KINDS OF MATERIALS USED BY PATRONS WITH VARIOUS ACADEMIC PURPOSES
GENERAL USERS

	Books and Monographs	Government Publications	Manuscripts	Maps	Microfilm	Music Scores	Newspapers, Clippings	Pamphlets	Periodicals	Phonograph Records	Photographs*	Pictures and Prints	Posters and Playbills	Card Catalog
Total	65.8%	7.1%	3.1%	1.6%	6.3%	1.5%	6.1%	7.9%	37.4%	1.3%	0.3%	1.7%	0.8%	51.5%
Teaching	75.2	0.8	0.8	0.0	0.0	4.8	2.4	9.6	40.8	0.0	0.0	0.0	0.0	50.4
Non-degree research	62.2	6.6	4.7	1.6	7.4	1.4	5.0	5.8	36.7	1.1	0.4	2.4	0.4	53.7
Doctoral preparation	77.2	8.6	4.5	0.0	7.8	1.7	6.6	12.2	34.9	0.4	0.4	0.6	0.7	41.5
Master's preparation	70.7	9.8	2.3	1.8	9.1	1.8	4.4	6.8	44.0	0.5	0.0	2.5	0.8	51.0
Professional preparation	60.9	33.3	0.0	0.0	0.0	0.0	3.4	6.9	31.0	0.0	0.0	2.3	1.1	47.1
Bachelor's preparation	67.1	6.3	2.1	1.2	4.6	0.4	3.5	8.7	39.4	1.5	0.0	1.0	0.4	56.7
Junior college work	57.9	10.2	1.1	0.4	8.1	0.0	19.6	14.4	47.0	0.4	0.3	4.6	1.4	58.9
None of the above	49.5	1.1	3.3	5.3	3.1	3.2	11.3	3.7	25.8	3.9	0.0	1.4	1.9	49.2

* The number of cases is small and percentage figures must be used with caution.

Respondents:	6,931
N.A. Type:	378
N.A. Purpose:	10,799
N.A. Both:	1,200
Total	19,308

KINDS OF MATERIALS USED BY INSTITUTIONAL AFFILIATION OF STUDENTS AND FACULTY
GENERAL USERS

	Books and Monographs	Government Publications	Manuscripts	Maps	Microfilm	Music Scores	Newspapers, Clippings	Pamphlets	Periodicals	Phonograph Records	Photographs*	Pictures and Prints	Posters and Playbills	Card Catalog
Total	66.9%	7.2%	2.9%	1.6%	6.4%	1.3%	5.9%	7.0%	38.2%	1.2%	0.3%	1.7%	0.7%	51.5%
All New York public institutions	61.5%	7.0%	2.6%	0.9%	7.9%	1.1%	6.0%	9.0%	40.2%	0.7%	0.3%	1.0%	0.5%	51.0%
CUNY (Graduate Division)	70.9	3.9	3.9	0.0	3.9	1.3	4.9	8.7	32.0	0.0	0.3	0.0	0.0	34.6
CUNY (other)	60.5	7.7	2.2	1.1	8.8	0.9	7.1	9.9	41.6	0.5	0.3	1.6	0.5	53.6
SUNY	58.5	16.6	5.9	0.0	1.7	3.4	5.9	11.9	48.1	5.9	0.0	9.3	1.7	42.4
Five selected private institutions	78.0%	8.3%	3.2%	2.0%	6.3%	1.3%	5.6%	7.5%	38.8%	0.5%	1.6%	1.0%	0.8%	49.6%
Columbia	78.6	6.7	5.3	3.9	5.1	0.8	6.6	4.3	38.5	0.7	0.5	0.0	0.3	47.3
Fordham	87.2	10.0	0.9	0.0	1.6	0.0	3.2	6.4	27.6	0.4	0.0	0.0	0.0	52.8
L.I.U.	82.3	6.9	1.5	0.5	0.0	0.5	5.4	12.8	60.1	0.0	1.5	0.0	0.5	52.7
N.Y.U.	72.7	7.3	0.9	0.6	9.0	2.0	6.0	9.1	42.5	0.5	0.4	2.2	0.9	50.2
St. John's	80.0	5.3	3.9	14.5	14.5	0.0	5.3	0.0	61.0	0.0	0.0	0.0	0.0	38.2
Rutgers University	82.9	14.6	7.0	1.3	8.9	0.0	2.5	8.9	16.5	0.0	0.0	1.3	0.0	55.1
All other institutions	68.9	4.8	2.7	2.0	4.9	1.9	5.7	5.9	35.6	0.0	0.0	2.3	1.2	53.6
More than one institution	77.6	3.9	2.6	0.0	7.9	1.3	14.5	6.6	38.2	2.5	0.2	0.0	0.0	35.5

* The number of cases is small and percentages must be used with caution.

Respondents:	6,922
N.A. Type:	360
N.A. School:	10,807
N.A. Both:	1,218
Total	19,307

from other institutions while individuals connected with SUNY are more likely than others to be using pictures and prints. Those people attending "more than one institution" tend to use newspapers and clippings while users from L.I.U. are more likely to use pamphlets than patrons from the other academic institutions. Examining use of the card catalog and other guides, users associated with Rutgers are more likely and those from "more than one institution" are less likely than others to use these aids.

Libraries Used Previously

In the foregoing sections, we have found that the majority of patrons come for specific items and use books, periodicals and the card catalog during their visit. Are these materials ones which are commonly available at other libraries? Does the typical patron of The Research Libraries try another library before coming to The New York Public Library Research Libraries?

Respondents were asked to indicate how many libraries they had tried and whether they had tried to get the materials through interlibrary loan (which substitutes for a visit to the library). Tables A-48 and A-49 present the data on these two questions. More than one out of every three patrons had tried another library before coming to The Research Libraries while slightly less than one out of ten had tried interlibrary loan.

Table A-48

NUMBER OF OTHER LIBRARIES TRIED
GENERAL USERS

None	65.0%		
One	20.1	Respondents:	18,046
Two	9.3	N.A.:	1,261
Three	3.0		
Four or more	2.6	Total	19,307

Table A-49

INTERLIBRARY LOAN ATTEMPT
GENERAL USERS

Yes	9.5%	Respondents:	5,679
No	90.4	N.A.:	13,629
		Total	19,308

Among students and faculty is there any variation in trying other libraries before coming to The Research Libraries? Table A-50 presents an analysis of the number of libraries tried by academic purpose while Table A-51 shows the variations by institutional affiliation.

Table A-50

NUMBER OF OTHER LIBRARIES TRIED BY PATRONS WITH VARIOUS ACADEMIC PURPOSES
GENERAL USERS

	One	Two	Three	Four or More	None Tried
Total	26.2%	12.2%	4.1%	3.2%	54.2%
Teaching	30.7	7.3	0.0	2.2	59.9
Non-degree research	22.7	13.0	6.3	8.2	49.7
Doctoral preparation	27.2	10.7	2.4	0.5	59.1
Professional preparation	27.2	0.8	0.0	2.4	69.6
Master's preparation	27.6	12.7	1.7	2.7	55.3
Bachelor's preparation	32.5	14.4	7.3	3.0	42.7
Junior college work	27.8	24.1	6.4	3.4	38.3
None of these	15.6	6.9	1.0	1.1	75.3

Respondents:	7,071
N.A. Number:	238
N.A. Purpose:	10,975
N.A. Both:	1,023
Total	19,307

More than half (54%) of the academic users of The Research Libraries did not try to get their needed material at another library before coming to these Libraries. Slightly more than one-quarter (26%) had previously tried one other library before making a visit to The Research Libraries--and this presumably was their own college or university library. Thus, only one-fifth of the academic patrons had tried an outside library (i.e., other than their own school library) before seeking the material at The Research Libraries.

Table A-50 indicates that in many cases it is not those who are doing the most advanced work who try other libraries first. Presumably some of these individuals doing advanced work come to The Research Libraries first--either because they know from experience that these Libraries are the only ones that have the needed materials or they

Table A-51

NUMBER OF OTHER LIBRARIES TRIED BY INSTITUTIONAL AFFILIATION OF STUDENTS AND FACULTY
GENERAL USERS

	One	Two	Three	Four or More	None Tried
Total	26.1%	12.3%	4.3%	3.2%	53.9%
All New York public institutions	24.1%	12.3%	4.9%	3.5%	55.1%
CUNY (Graduate Division)	15.4	12.9	0.0	3.5	68.5
CUNY (other)	26.3	12.9	5.2	3.0	52.6
SUNY	10.9	0.0	13.4	12.6	63.0
Five selected private institutions	30.1%	13.6%	3.2%	1.0%	52.2%
Columbia	36.0	12.1	1.0	1.0	49.9
Fordham	38.4	11.8	3.0	1.5	45.0
L.I.U.	13.8	24.3	7.1	0.0	54.8
N.Y.U.	28.9	12.7	3.5	1.1	54.0
St. John's	8.2	17.8	4.1	0.0	69.9
Rutgers University	19.6	25.3	8.2	0.0	46.9
All other institutions	25.1	10.1	4.4	5.2	55.1
More than one institution	9.7	12.9	1.6	0.0	75.8

Respondents:	6,935
N.A. Number:	247
N.A. School:	11,111
N.A. Both:	1,014
Total	19,307

feel confident that they will be able to find all the items in these collections. Those individuals doing less advanced work are more likely to try one or two libraries before coming to The Research Libraries. For example, those patrons preparing for a bachelor's degree are more likely to have tried one or three libraries and those doing junior college work are more likely to have tried two libraries prior to visiting The Research Libraries than individuals in the other purpose categories. Users making visits who have "none of these" purposes or are working on professional degrees are most likely not to have tried other libraries first.

When previous use of other libraries is examined by academic affiliation, students and faculty at New York public institutions (CUNY and SUNY) are slightly less likely to have tried one or two libraries previously, while those from SUNY are more likely to have tried three or more than those attending privately controlled schools. More specifically, students and faculty at Columbia and Fordham are more likely to have tried one library previously, while those from Rutgers are more likely to have already made visits to two other libraries than patrons in the other groups.

These two analyses refer, of course, only to the academic users --students and faculty. An index for all users of The Research Libraries is shown in Table A-52 where previous use of libraries by education level is given.

Table A-52

NUMBER OF OTHER LIBRARIES TRIED BY PATRONS
HOLDING DIFFERENT ACADEMIC DEGREES
GENERAL USERS

	One	Two	Three	Four or More	None Tried
Total	20.2%	9.3%	2.9%	2.6%	65.0%
Doctorate	16.7	13.9	3.6	7.0	58.7
Master's degree	21.1	7.5	2.5	1.5	67.4
Professional degree	13.0	3.3	3.5	1.9	78.2
Bachelor's degree	20.6	10.3	2.2	2.1	64.8
Associate degree	27.7	8.5	0.9	1.6	61.3
None of these	20.4	9.6	4.3	3.2	62.5

Respondents:	16,826
N.A. Number:	1,221
N.A. Degree:	1,051
N.A. Both:	210
Total	19,308

Of all the users, those holding a doctorate (41%) are more likely to have made previous attempts to obtain the needed material and those with professional degrees (22%) are less likely to have done so than the other groups. Breaking the data out more specifically, those with an associate degree are more likely to have tried one other library, those with a doctorate are more likely to have tried two, or four or more libraries, while those with "none of these" degrees were slightly more likely to have tried three other libraries than patrons in the other educational groupings.

A request for interlibrary loan serves as a substitute for making an in-person visit to a particular library. In this study, many people who had visited other libraries for materials did not attempt to use interlibrary loan service. The reasons for this are not known. However, examination of the answers to this question in light of status, purpose and school affiliation should give some indication of the types of people who avail themselves of this library service. Presumably all these attempts at interlibrary loan were abortive ones, since these individuals were now trying to get these materials at The Research Libraries.

Do individuals in certain status groups try interlibrary loan more than others? An analysis of these two variables, not presented here, indicates that the groups most likely to make an interlibrary loan attempt are housewives (30%), proprietors (29%) and those in occupations classified as "other" (26%). There is no great variation among the other status categories.

Does one's purpose in making a visit to the Libraries influence whether or not an interlibrary loan attempt has been made? Those individuals who come for general material related to their job or business are slightly more likely to have tried interlibrary loan, while those pursuing academic work or a personal interest are less likely to make such an attempt than those with other purposes. These data are shown in Table A-53.

Table A-53

PATRONS WITH VARIOUS PURPOSES
WHO HAVE TRIED INTERLIBRARY LOAN
GENERAL USERS

	Tried Interlibrary Loan	Did Not Try Interlibrary Loan
Total	9.4%	90.6%
To pursue academic work	7.4	92.6
To undertake specific business project	13.1	86.9
To locate general materials related to business	16.4	83.6
To pursue independent research	12.7	87.3
To pursue personal interest	7.3	92.7

Respondents:	5,646
N.A. ILL:	13,228
N.A. Purpose:	23
N.A. Both:	410
Total	19,307

The data on interlibrary loan attempts by people with different academic purposes is shown in Table A-54. Those who have "none of the above" purposes are the least likely to have made an interlibrary loan attempt. This may be related to the fact that a large group (21%) of these individuals, in indicating what types of materials they were seeking, specified that they had not come for materials on a specific subject nor for a particular title or author (see Table A-41). This information, combined with the fact that this group is least likely to have tried another library prior to coming to The Research Libraries, seems to indicate that many of these individuals are "browsers" or just visitors. The group most likely to try to get needed materials through interlibrary loan are preparing for professional degrees followed by those individuals engaged in non-degree research.

Table A-54

PATRONS WITH VARIOUS ACADEMIC PURPOSES WHO HAVE TRIED INTERLIBRARY LOAN GENERAL USERS

	Tried Interlibrary Loan	Did Not Try Interlibrary Loan
Total	8.3%	91.7%
Teaching	3.9	96.1
Non-degree research	15.4	84.6
Doctoral preparation	5.3	94.7
Professional preparation	19.4	80.6
Master's preparation	8.8	91.2
Bachelor's preparation	6.6	93.4
Junior college work	4.8	95.2
None of the above	2.7	97.3

Respondents:	2,985
N.A. ILL:	4,326
N.A. Purpose:	2,696
N.A. Both:	9,303
Total	19,308

When interlibrary loan attempts are examined by the institutional affiliation of responding students and faculty, we find that those associated with more than one institution or L.I.U. were more likely than others to have tried to obtain the needed materials through this service. Table A-55 presents the data.

Table A-55

INSTITUTIONAL AFFILIATION OF PATRONS WHO HAVE TRIED INTERLIBRARY LOAN GENERAL USERS

	Tried Interlibrary Loan	Did Not Try Interlibrary Loan
Total	8.3%	91.7%
All New York public institutions	8.5%	91.5%
CUNY (Graduate Division)	11.1	88.9
CUNY (other)	8.1	91.9
SUNY	9.1	90.9
Five selected private institutions	5.2%	94.9%
Columbia	3.3	96.7
Fordham	2.8	97.2
L.I.U.	12.6	87.4
N.Y.U.	5.6	94.4
St. John's*	0.0	100.0
Rutgers University	0.0	100.0
All other institutions*	12.1	87.9
More than one institution	13.3	86.7

Respondents:	2,944
N.A. ILL:	4,238
N.A. School:	2,735
N.A. Both:	9,390
Total	19,307

*The number of cases is small and percentages must be used with caution.

Respondents who had tried another library before coming to The New York Public Library Research Libraries were asked to indicate from the following list all of the individual libraries that they had searched.

- Public Library in New York City
  - Manhattan
  - The Bronx
    - Fordham Library Center
    - Other Branch
  - Brooklyn
    - Central (Grand Army Plaza)
    - Business Library
    - Other Branch
  - Queens
    - Central Library (Jamaica)
    - Other Branch
  - Staten Island
    - St. George Library
    - Other Branch
  - Special Business Library

- Medical, Law, Historical, Other Research Library

- Community College Library

- College or University Library
  - Columbia
  - CUNY (4 yr. or graduate only)
  - New York University
  - SUNY (all units)
  - Other

- Public Library outside New York City
  - Nassau or Suffolk County
  - Westchester County
  - Rockland, Orange, Putnam, Sullivan, Ulster, Dutchess, Columbia, or Greene Counties in New York
  - Other New York Counties
  - Connecticut
  - New Jersey

For the second printing of the questionnaires, which was used during the last half of the survey, three additions were made. Public libraries in Manhattan were made more specific by including the alternatives "Donnell Library Center" and "other branch." The New York State Library was also added to the list.

A distribution of the responses to this question is given in Table A-56. Almost half (48%) of the respondents who had tried another library had been to a public library in New York City. Somewhat fewer (43%) had tried a college or university library prior to coming to The Research Libraries and a substantial number (16%) had tried a university library not specified on the list. In view of the fact that more than a third of the respondents were students, this heavy use of college libraries is not surprising.

Does the previous use of specific libraries vary by the status of the patron? Table A-57 presents the analysis by public libraries while Table A-58 gives the same information for college, university, and special libraries. Although for some of the specific public libraries the variations in use by status category are small, others show wide variation. Taking the combined total of all public libraries in New York City there is a wide range between those most likely to have tried these libraries--housewives with 64%--and those least likely to have tried public libraries--college and university faculty with 20%. Of course, housewives comprise one of the groups that would be unlikely to have direct access to many college or special libraries (except through

Table A-56

SPECIFIC OTHER LIBRARIES TRIED BEFORE COMING TO THE RESEARCH LIBRARIES GENERAL USERS

Public Library in New York City	47.9%
Manhattan[a]	25.2
The Bronx	
Fordham Library Center	4.3
Other Branch	2.6
Brooklyn	
Central (Grand Army Plaza)	6.9
Business Library	1.6
Other Branch	3.5
Queens	
Central Library (Jamaica)	6.0
Other Branch	6.7
Staten Island	
St. George Library	0.7
Other Branch	0.5
Special Business Library	2.8
Other Research Library	4.9
Community College Library	1.7

College or University Library	43.3%
Columbia	8.3
CUNY (4 yr. or graduate)	12.1
N.Y.U.	8.0
SUNY (all units)	1.2
Other	16.4
Public Library Outside New York City	
Nassau or Suffolk County	2.8
Westchester County	2.3
Rockland, Orange, Putnam, Sullivan, Ulster, Dutchess, Columbia or Greene Counties (N.Y.)	0.5
Other New York Counties	0.6
Connecticut	1.1
New Jersey	8.0
Other Unspecified Libraries[b]	14.6

Respondents:	6,123
N.A.:	13,184
Total	19,307

[a] Includes Donnell Library Center and "other branch." Of those who had the opportunity to do so, 5.8% indicated that they had tried Donnell and 8.5% indicated that they had tried another branch.

[b] Includes New York State Library. Of those who had the opportunity to do so, 0.4% indicated that they had tried N.Y.S.L.

Table A-37

SPECIFIC OTHER PUBLIC LIBRARIES TRIED BY PATRONS IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	All N.Y.C. Public	Manhattan	Bronx Fordham	Bronx Other	Brooklyn Central	Brooklyn Business	Brooklyn Other	Queens Central	Queens Other	Staten Island[a]	Nassau/ Suffolk	West-chester	Other N.Y.State[b]	Connect-icut	New Jersey	Other Unspecified Libraries
Total	47.6	25.4	4.1	2.7	6.6	1.6	3.4	5.9	6.8%	1.2%	2.8%	2.3%	1.1%	1.1%	7.9%	14.4%
Student	47.9	22.1	6.7	4.4	6.6	0.6	4.1	7.5	7.3	1.5	2.3	2.5	0.7	0.4	6.3	10.0
Faculty	19.5	3.6	0.9	0.9	5.3	2.0	0.0	2.7	2.9	2.0	2.4	0.2	0.4	3.6	4.9	23.1
Teacher	57.7	33.6	3.6	0.0	16.2	1.4	5.3	5.9	2.2	3.1	3.1	0.0	0.0	0.0	10.6	10.4
Employed by non-profit organization	49.3	29.9	0.0	0.0	3.5	3.9	4.2	3.9	5.3	1.1	0.0	7.7	3.9	0.0	6.7	26.8
Self-employed professional	55.6	41.2	0.0	0.3	7.0	3.8	2.7	3.3	6.2	0.0	4.9	1.9	0.3	3.0	4.9	20.3
Proprietor of own business	48.1	26.9	5.8	0.0	5.8	5.8	1.9	5.8	17.3	0.0	7.7	5.8	21.2	0.0	23.1	23.1
Employed by private firm	52.0	34.9	1.9	1.4	4.8	2.1	1.8	4.8	6.6	0.1	4.1	2.9	0.8	1.9	12.7	13.3
Retired or unemployed	52.1	37.2	0.0	0.0	1.7	5.8	1.7	2.1	3.7	2.4	1.2	0.0	0.0	1.2	9.1	30.2
Housewife	64.2	40.3	0.0	3.0	19.4	0.0	3.0	6.0	16.4	0.0	7.5	6.0	4.5	4.5	25.4	13.4
Armed Forces personnel[c]	16.7	16.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	66.7
Other	58.9	23.4	1.7	4.6	6.9	1.7	7.4	8.0	21.7	0.0	7.4	0.0	1.1	1.1	9.1	17.1

Respondents:[d]	6,022
N.A. Library:	12,620
N.A. Status:	101
N.A. Both:	565
Total	19,308

a In this and succeeding tables, St. George Library and Other Branch are combined to increase the number of cases and give more reliable results.
b In this and succeeding tables, Rockland, Orange, Putnam, Sullivan, Ulster, Dutchess, Columbia, and Greene Counties are combined with Other New York Counties to increase the number of cases and give more reliable results.
c The number of cases is small and percentage figures must be used with caution.
d In this and succeeding tables, respondent total includes Public Libraries, and Special and University Library totals. Because patrons who used more than one library could indicate more than one specific library, it is impossible to isolate the number of respondents using just public libraries.

Table A-58

SPECIFIC OTHER SPECIAL AND UNIVERSITY LIBRARIES TRIED BY PATRONS IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	Special Business	Other Research	Community College	All College and University	Columbia	CUNY	NYU	SUNY	Other
Total	2.9%	4.5%	1.6%	44.1%	8.5%	12.3%	8.2%	1.2%	16.7%
Student	1.0	1.7	1.7	56.8	10.0	16.9	10.8	1.3	20.5
Faculty	0.0	13.8	3.1	66.7	15.5	17.8	9.5	1.3	28.0
Teacher	0.0	0.3	0.0	50.7	11.5	12.0	12.0	6.7	19.3
Employed by non-profit organization	0.7	11.6	3.9	23.6	3.5	4.9	3.9	0.0	11.6
Self-employed professional	3.5	10.3	0.0	19.5	1.9	0.8	4.6	0.0	13.0
Proprietor of own business	17.3	0.0	0.0	7.7	3.8	3.8	0.0	0.0	3.8
Employed by private firm	12.5	3.0	1.9	15.8	3.9	4.5	2.9	0.0	4.5
Retired or unemployed	1.2	11.2	0.0	15.7	1.7	4.5	4.5	0.0	5.4
Housewife	0.0	17.9	0.0	25.4	16.4	3.0	3.0	0.0	4.5
Armed Forces personnel*	0.0	16.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	3.4	2.3	0.0	30.3	8.0	10.3	1.7	0.0	13.1

Respondents:	6,022
N.A. Library:	12,620
N.A. Status:	101
N.A. Both:	565
Total	19,308

* The number of cases is small and percentage figures must be used with caution.

their husbands) which, in many cases, have restrictions regarding who may use the collections. College and university faculty, on the other hand, would have direct access to their own school library and probably to the collections of other schools and special organizations as well. Looking at the more specific totals, self-employed professionals are more likely to use public libraries in Manhattan than other groups, with housewives a close second. Housewives are more likely than others to have used Brooklyn Central and public libraries in New Jersey prior to coming to The Research Libraries in search of materials. Those individuals who classified their status as "other" are more likely than the other categories to have been to libraries in Queens other than Central, while Armed Forces personnel are most likely to have tried "other unspecified libraries." Proprietors are more likely to have tried public libraries located in New York State but outside of New York City.

Table A-58 presents generally not unexpected results. Individuals who own their own business or are employed by private businesses are more likely to have first tried special business libraries than patrons in other status categories while faculty members are the group most likely to have tried a college or university library (with students second). Surprisingly enough, the group that indicated it was more likely than others to use other special research libraries and Columbia University Library is housewives. Previous use of CUNY and "other" college libraries is noted more often by students and faculty than other groups while N.Y.U. is more often used by schoolteachers. No one except adademic users (students, faculty and schoolteachers) had tried any of the SUNY libraries before visiting The Research Libraries for material.

One might anticipate that there would be variation in the previous use of libraries depending on the patron's purpose in coming to The Research Libraries. For example, do a greater number of serious users (i.e., academic, specific project, or independent research) try other libraries than casual users (i.e., general interest, personal interest)? Or, does the more serious user come directly to The Research Libraries--either because he knows from prior experience that the needed materials are there or because he thinks that they will be likely to have have what he is looking for? Table A-59 shows the specific public libraries used previously by the patron's designated purpose of the visit.

Among the five purpose categories, those patrons who come to the Libraries for general information related to their job are more likely to have tried a public library in New York City--specifically public libraries in Queens. Users pursuing a personal interest are somewhat more likely to have tried a public library in Manhattan than others while patrons undertaking independent research tend to try Brooklyn Central or "other unspecified libraries" first. The variations among categories trying other individual public libraries are small--with the range of differences less than 6%.

Table A-58

SPECIFIC OTHER PUBLIC LIBRARIES USED BY PATRONS WITH VARIOUS PURPOSES IN USING THE LIBRARIES
GENERAL USERS

	All N.Y.C. Public	Manhattan	Bronx Fordham	Bronx Other	Brooklyn Central	Brooklyn Business	Brooklyn Other	Queens Central	Queens Other	Staten Island	Nassau/ Suffolk	West- chester	Other N.Y. State	Connecti- cut	New Jersey	Other Unspecified Libraries
Total	67.0	25.3	4.2	2.6	6.5	1.7	3.5	5.8	6.7	1.2	2.6	2.3	1.1	1.1	8.0	19.8
To pursue academic work	69.0	21.9	5.7	3.7	5.7	1.2	3.5	5.8	6.6	0.8	2.4	2.1	1.0	0.4	7.1	13.2
To undertake specific business project	50.7	20.7	1.8	0.5	3.8	3.3	1.8	6.8	8.8	0.3	3.8	6.5	3.1	2.9	7.7	13.2
To locate general materials related to business	60.6	28.4	5.2	1.0	7.9	3.7	6.2	8.8	20.1	1.0	3.5	3.6	0.3	3.2	7.3	18.9
To pursue independent research	66.6	30.7	5.0	2.7	12.7	1.6	5.3	3.5	2.6	0.2	4.4	3.6	0.8	1.3	9.6	28.6
To pursue personal interest	56.6	32.9	5.1	1.8	6.2	3.3	3.3	5.9	6.2	1.8	2.9	2.2	1.7	1.1	10.2	20.9

Respondents:	6,096
N.A. Library:	12,788
N.A. Purpose:	37
N.A. Both:	66
Total	18,987

As might be expected, individuals seeking general information related to their business or undertaking specific projects connected with their jobs are more likely to have tried special business libraries before coming to The Research Libraries than users with other purposes. Other research libraries are used proportionately more by patrons engaged in independent research than by readers with other purposes. And, not surprisingly, individuals whose purpose is academic or who are doing independent research are more likely to have previously tried a college or university library. These data are exhibited in Table A-60.

As might be anticipated, definite trends are observable when previous use of libraries is analyzed by the academic purposes of students and faculty. Although there are some exceptions, in general, use of public libraries is inversely related to the academic degree toward which an individual is working--the notable exception being the use of public libraries by individuals engaged in non-degree research, and the use of "other unspecified libraries" by those engaged in doctoral preparation. These data are shown in Table A-61.

Table A-62 presents the analysis of previous use of special and university libraries by academic purpose. As would be expected, those pursuing professional degrees are more likely to have used other research libraries (medical, law, etc.) than others, while those doing junior college work are more likely to have first tried community college libraries before coming to The Research Libraries. Previous use of college and university libraries is mainly by those preparing for a bachelor's or more advanced degree and the major category making use of a specific library varies from school to school. Those who are candidates for a doctorate are more likely to have first used Columbia than other groups, while students preparing for the bachelor's are more likely to have used CUNY and other unspecified college libraries. Patrons whose purpose is to prepare for teaching assignments are more likely to have tried N.Y.U. than those in other purpose categories.

Tables A-63 and A-64 show the proportion of students and faculty by academic affiliation and their previous use of public libraries and special and university libraries. The results are not surprising. Examining the totals for public and private institutions, students attending publicly supported schools are more likely to use public libraries more than those attending private schools. Use of a public library is generally greater when the institution is located in the vicinity of that particular library. The place of residence of commuting students probably is also a factor in use of public libraries.

Some exceptions are evident among the individual categories specified. Among privately supported colleges and universities large proportions of patrons associated with St. John's (although the number of cases is small) and L.I.U. had previously tried public libraries for the needed materials. Individuals affiliated with CUNY Graduate Division are less likely to have tried public libraries than other CUNY

Table A-60

SPECIFIC OTHER SPECIAL AND UNIVERSITY LIBRARIES TRIED BY PATRONS WITH VARIOUS PURPOSES IN USING THE LIBRARIES

GENERAL USERS

	Special Business	Other Research	Community College	All College and University	Columbia	CUNY	NYU	SUNY	Other
Total	2.9%	4.7%	1.8%	43.4%	8.3%	12.2%	8.0%	1.2%	16.4%
To pursue academic work	0.9	3.3	1.7	56.5	9.7	16.7	10.4	1.8	21.3
To undertake specific business project	14.1	6.6	2.7	25.3	5.8	3.6	5.0	0.1	11.3
To locate general materials related to business	7.7	2.8	3.9	26.3	6.4	6.7	4.7	0.0	9.5
To pursue independent research	2.0	14.2	1.9	34.1	10.8	6.1	4.4	0.3	16.7
To pursue personal interest	0.4	7.9	2.6	20.2	3.6	4.9	3.3	0.2	9.5

Respondents:	6,086
N.A. Library:	12,766
N.A. Purpose:	37
N.A. Both:	396
Total	19,307

Table A-61

SPECIFIC PUBLIC LIBRARIES TRIED BY PATRONS WITH VARIOUS ACADEMIC PURPOSES
GENERAL USERS

	All N.Y.C. Public	Manhattan	Bronx Fordham	Bronx Other	Brooklyn Central	Brooklyn Business*	Brooklyn Other	Queens Central	Queens Other	Staten Island	Nassau/ Suffolk	West-chester	Other N.Y.State*	Connect-icut*	New Jersey	Other Unspecified Libraries
Total	42.8%	18.9%	6.5%	4.3%	6.4%	0.9%	3.5%	5.6%	6.3%	1.6%	2.4%	1.9%	0.3%	0.8%	6.6%	12.1%
Teaching	17.9	8.9	5.4	0.0	3.6	0.0	0.0	1.8	0.0	0.0	0.0	0.0	0.0	1.8	0.0	7.1
Non-degree research	39.0	9.6	4.1	3.2	10.6	3.5	4.9	4.3	3.3	5.9	0.5	5.1	0.3	2.8	9.5	16.9
Doctoral preparation	9.7	4.5	1.1	0.2	0.9	0.0	0.0	3.2	2.5	0.0	5.0	0.0	0.0	1.1	5.7	21.7
Professional preparation	17.1	8.6	8.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.9	0.0	0.0	0.0	8.6	0.0
Master's preparation	34.9	15.4	4.6	4.1	7.6	0.5	0.4	3.9	6.6	1.3	3.4	0.4	0.0	0.2	6.0	8.7
Bachelor's preparation	55.1	28.7	9.9	4.7	6.4	0.4	4.5	6.0	8.2	0.0	0.9	1.8	0.3	0.0	5.6	8.1
Junior college work	80.8	34.6	17.9	9.0	1.9	0.0	9.0	19.9	10.9	0.0	0.0	1.9	0.0	0.0	10.3	0.0
None of the above	61.1	28.8	5.4	11.7	7.8	0.0	7.0	7.8	12.1	0.0	9.3	1.2	5.1	0.3	5.8	17.5

*The number of cases is small and percentage figures must be used with caution.

Respondents:	3,199
N.A. Library:	4,110
N.A. Purpose:	2,924
N.A. Both:	9,074
Total	19,307

Table A-62

SPECIFIC OTHER SPECIAL AND UNIVERSITY LIBRARIES TRIED BY PATRONS WITH VARIOUS ACADEMIC PURPOSES
GENERAL USERS

	Special Business*	Other Research	Community College	All College and University	Columbia	CUNY	NYU	SUNY	Other
Total	0.8%	3.5%	1.8%	58.9%	11.2%	17.7%	10.6%	1.1%	21.4%
Teaching	0.0	19.6	0.0	62.5	5.4	0.0	28.6	1.8	26.8
Non-degree research	0.0	6.8	0.3	52.1	8.1	16.6	5.1	0.3	24.9
Doctoral preparation	0.2	7.5	0.5	72.4	29.6	8.4	19.5	0.7	19.9
Professional preparation	0.0	31.4	0.0	51.4	17.1	0.0	8.6	0.0	25.7
Master's preparation	2.3	1.4	0.7	71.5	19.1	19.1	25.2	1.6	12.4
Bachelor's preparation	1.1	0.5	1.3	67.4	4.4	29.0	3.8	1.6	31.2
Junior college work	0.0	0.0	20.5	7.7	0.0	2.6	1.9	1.9	1.3
None of the above	0.0	0.8	1.6	21.0	5.4	1.9	6.6	0.8	7.4

*The number of cases is small and percentage figures must be used with caution.

Respondents:	3,199
N.A. Library:	4,110
N.A. Purpose:	2,924
N.A. Both:	9,074
Total	19,307

Table A-63

SPECIFIC PUBLIC LIBRARIES TRIED BY INSTITUTIONAL AFFILIATION OF STUDENTS AND FACULTY
GENERAL USERS

	All N.Y.C. Public	Manhattan	Bronx Fordham	Bronx Other	Brooklyn Central	Brooklyn Business*	Brooklyn Other	Queens Central	Queens Other	Staten Island	Nassau/ Suffolk	West- chester	Other N.Y.State*	Connect- icut*	New Jersey	Other Unspecified Libraries
Total	42.8%	19.0%	6.5%	3.9%	6.5%	0.9%	3.8%	5.6%	6.3%	1.7%	2.3%	1.6%	0.6%	0.9%	6.6%	12.5%
All New York public institutions	64.7%	24.3%	9.5%	5.9%	10.6%	1.1%	6.7%	11.2%	10.8%	4.4%	0.3%	1.8%	0.1%	0.0%	0.3%	5.2%
CUNY (Graduate Division)	31.3	2.0	3.0	2.0	1.0	0.0	0.0	12.1	0.0	22.2	0.0	11.1	0.0	0.0	0.0	11.1
CUNY (other)	68.2	26.2	9.4	5.7	10.9	1.3	7.7	11.4	12.2	2.4	0.3	0.7	0.0	0.0	0.3	3.9
SUNY	59.1	34.1	25.0	25.0	25.0	0.0	0.0	0.0	4.5	0.0	0.0	4.5	2.3	0.0	0.0	20.4
Five selected private institutions	30.7%	13.9%	7.7%	1.4%	4.0%	0.6%	62.5%	2.6%	5.2%	0.0%	3.0%	1.7%	0.2%	0.3%	6.0%	8.8%
Columbia	18.2	12.3	5.3	0.0	4.3	0.0	0.0	0.7	0.7	0.0	0.0	0.3	0.0	0.0	0.3	3.6
Fordham	41.6	12.1	26.8	2.7	0.7	0.0	0.0	1.3	2.0	0.0	0.0	1.3	0.0	0.0	18.8	10.7
L.I.U.	63.0	13.0	16.3	2.2	9.8	3.3	23.9	0.0	25.0	0.0	19.6	0.0	0.0	0.0	1.1	12.0
N.Y.U.	25.4	15.5	1.2	2.1	1.2	0.0	0.0	4.9	5.4	0.0	2.8	3.3	0.5	0.7	7.0	11.5
St. John's*	87.0	17.4	0.0	0.0	52.2	13.0	13.0	4.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Rutgers University	16.5	0.0	0.0	0.0	0.0	12.9	2.4	1.2	0.0	0.0	0.0	0.0	0.0	0.0	62.4	2.4
All other institutions	33.0	19.7	2.6	4.6	4.9	0.0	2.0	2.8	3.0	0.3	4.0	1.3	1.7	2.6	9.1	25.2
More than one institution	20.0	0.0	0.0	13.3	0.0	0.0	0.0	6.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.7

* The number of cases is small and percentage figures must be used with caution.

Respondents:	3,167
N.A. Library:	4,016
N.A. School:	2,957
N.A. Both:	9,169
Total	19,309

Table A-64

SPECIFIC SPECIAL AND UNIVERSITY LIBRARIES TRIED BY INSTITUTIONAL AFFILIATION OF STUDENTS AND FACULTY
GENERAL USERS

	Special Business*	Other Research	Community College	All College and University	Columbia	CUNY	NYU	SUNY	Other
Total	0.9%	3.6%	1.8%	59.8%	11.7%	17.4%	11.0%	1.1%	21.7%
All New York public institutions	0.0	1.6	3.4	56.7	3.8	48.3	0.5	2.7	5.4
CUNY (Graduate Division)	0.0	0.0	0.0	60.6	14.1	57.6	0.0	0.0	0.0
CUNY (other)	0.0	0.6	3.9	56.1	2.8	49.2	0.6	0.6	4.7
SUNY	0.0	25.0	0.0	59.1	0.0	6.8	0.0	52.3	13.6
Five selected private institutions	2.4	4.7	0.0	73.8	28.0	1.4	31.7	0.1	14.3
Columbia	3.6	4.0	0.0	91.7	88.1	0.3	3.6	0.0	1.0
Fordham	0.0	9.4	0.0	45.0	0.0	0.0	0.0	0.0	45.0
L.I.U.	0.0	0.0	0.0	46.7	1.1	12.0	1.1	0.0	33.7
N.Y.U.	3.1	4.7	0.0	76.5	2.8	0.5	71.4	0.0	5.4
St. John's*	0.0	0.0	0.0	78.3	0.0	0.0	0.0	4.3	73.9
Rutgers University	0.0	0.0	0.0	35.3	2.4	0.0	2.4	0.0	31.8
All other institutions	0.2	5.3	1.9	51.7	5.2	1.2	2.8	0.6	45.6
More than one institution*	0.0	13.3	0.0	60.0	20.0	33.3	20.0	0.0	0.0

Respondents: 3,167
N.A. Library: 4,016
N.A. School: 2,957
N.A. Both: 9,169

Total 19,309

* The number of cases is small and percentage figures must be used with caution.

students and faculty or students from SUNY. Use of particular university libraries is greatest by the students and faculty affiliated with that institution. This is, of course, to be expected since many college libraries restrict their use to individuals who are or have been in some way affiliated with them.

Usefulness of Materials

Do those patrons who use The Research Libraries find the materials useful? A distribution of the answers to this question is found in Table A-65 where more than half (52%) of those answering the question indicated that the materials are "extremely useful" and another third (32%) find them useful.

Table A-65

USEFULNESS OF MATERIALS
GENERAL USERS

Extremely useful	51.5%		
Useful	32.2	Respondents:	17,203
Partially useful	9.8	N.A.:	2,104
Not useful	3.1		
No opinion	3.4	Total	19,307

Do patrons in certain status groups feel that the materials are more useful than those in other groups? Because of the subjective nature of this judgment on the part of the respondent, it is difficult to distinguish between "extremely useful" and "useful." Consequently, the discussion which follows will combine the responses for "extremely useful" and "useful" and call them "generally useful." The distinction between "extremely useful" and "useful" will be made in the tables for the interested reader. Table A-66 presents the data on usefulness of materials by patron status. Housewives indicate somewhat less satisfaction and Armed Forces personnel more satisfaction than patrons in the other categories. In addition, those who classify their status as "other" are less likely to have an opinion regarding the usefulness of the materials.

An analysis, presented in Table A-67, of the usefulness of material by the patron's purpose in coming to The Research Libraries shows no particular variation except that a greater proportion of those people who have "no opinion" regarding the usefulness of the material come for personal interest and less of those doing independent research find the materials "not useful" than patrons in other purpose groups.

Table A-66

USEFULNESS OF MATERIALS TO PATRONS
IN DIFFERENT STATUS CATEGORIES
GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	**51.6%**	**32.1%**	**9.8%**	**3.1%**	**3.4%**
Student	48.0	34.1	10.2	3.7	4.0
Faculty	67.5	22.1	7.1	2.3	1.1
Teacher	63.2	22.6	12.5	0.7	1.1
Employed by non-profit organization	41.1	41.8	11.2	2.8	3.0
Self-employed professional	64.0	23.0	9.7	1.5	1.8
Proprietor of own business	58.8	29.9	6.6	1.4	3.3
Employed by private firm	48.7	34.7	10.0	3.8	2.8
Retired or unemployed	46.7	38.6	6.6	3.3	4.9
Housewife	42.8	30.2	19.1	1.9	6.0
Armed Forces personnel	61.5	36.5	0.0	0.0	1.9
Other	40.4	36.2	8.3	2.9	12.1

Respondents:	16,967
N.A. Usefulness:	1,675
N.A. Status:	236
N.A. Both:	429
Total	19,307

Table A-67

USEFULNESS OF MATERIALS TO PATRONS
WITH DIFFERENT PURPOSES
GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	**51.6%**	**32.1%**	**9.8%**	**3.1%**	**3.3%**
To pursue academic work	52.4	31.4	10.4	3.5	2.3
To undertake specific business project	51.9	30.6	11.7	3.8	2.0
To locate general materials related to business	53.3	32.9	9.2	3.4	1.2
To pursue independent research	59.6	29.6	8.2	0.7	1.8
To pursue personal interest	45.9	35.8	8.2	2.9	7.1

Respondents:	17,082
N.A. Usefulness:	121
N.A. Purpose:	1,792
N.A. Both:	312
Total	19,307

However, the analysis of usefulness of material by academic purpose, as shown in Table A-68, indicates that those patrons who are working on the doctorate tend to feel the materials are somewhat more useful. Those doing junior college work are more likely to find materials "not useful" than patrons in other groups. Those patrons preparing for professional degrees seem to find The Research Libraries the least useful and are the most likely group to have no opinion on materials. This is perhaps due to the fact that the Libraries have not attempted to duplicate the extensive collections of other professional libraries in the area such as the New York Academy of Medicine and much material needed by these individuals is probably not available.

Table A-68

USEFULNESS OF MATERIALS TO PATRONS WITH DIFFERENT ACADEMIC PURPOSES GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	51.6%	32.3%	9.4%	3.3%	3.3%
Teaching	71.1	8.1	11.9	8.9	0.0
Non-degree research	50.7	33.3	11.3	3.4	1.4
Doctoral preparation	68.4	25.1	4.8	1.1	0.7
Professional preparation	38.5	23.9	12.8	2.8	22.0
Master's preparation	52.2	35.4	7.4	3.5	1.5
Bachelor's preparation	47.2	32.5	13.6	2.8	3.9
Junior college work	36.0	44.2	4.9	14.5	0.0
None of the above	44.8	35.6	7.9	2.4	9.3

Respondents: 6,810
N.A. Usefulness: 499
N.A. Purpose: 10,393
N.A. Both: 1,605
Total 19,307

Is patron satisfaction dependent on the types of materials they use during their library visit? Generally, no. Respondents who had used phonograph records are somewhat more satisfied and those who used photographs, and pictures and prints are somewhat less satisfied than the patrons who used materials in other categories. In the case of photographs, more respondents indicated that they are partially useful than users of other materials. These data are presented in Table A-69.

Table A-69

USEFULNESS OF DIFFERENT TYPES OF MATERIALS
USED BY PATRONS
GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	51.7%	32.5%	10.1%	2.9%	2.8%
Books and monographs	54.5	31.7	10.1	1.6	2.0
Government publications	52.9	28.0	11.0	4.9	3.2
Manuscripts	64.5	16.5	13.8	1.1	3.8
Maps	59.3	28.9	7.6	1.3	2.9
Microfilm	59.3	29.9	8.7	0.1	2.1
Music scores	68.1	14.7	10.1	0.8	6.3
Newspapers, clippings	57.7	28.2	7.7	3.3	3.1
Pamphlets	55.6	31.4	5.6	4.4	3.1
Periodicals	49.9	35.4	10.6	1.9	2.3
Phonograph records	78.8	16.2	3.9	0.6	0.6
Photographs	60.0	15.7	22.6	0.0	1.7
Pictures and prints	48.1	27.4	12.7	6.2	5.7
Posters and playbills	55.5	34.5	7.3	0.0	2.7
Card catalog	47.5	34.9	11.5	4.0	2.0

Respondents:	16,281
N.A. Usefulness:	1,449
N.A. Material:	923
N.A. Both:	656
Total	19,309

Do those patrons who had previously tried to find needed information at another library prior to making their visit to The Research Libraries rate the materials as more useful? An analysis, presented in Table A-70, of these two factors shows that those respondents who had previously tried three libraries are slightly more likely to find materials "not useful" than those who had not. Individuals who had tried four or more libraries are more likely to find the materials partially useful or to have no opinion than other users.

More variations become apparent when the usefulness of materials is analyzed in terms of the specific libraries tried previously. Table A-71 presents the data for public libraries and Table A-72 gives the same information for special and university libraries. Considering just the previous use of public libraries, respondents who had searched in Connecticut or Bronx Fordham are more likely than others to rate materials from The Research Libraries as generally useful, while those who had

Table A-70

USEFULNESS OF MATERIALS TO PATRONS WHO HAD TRIED OTHER LIBRARIES
GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	51.1%	32.3%	10.0%	3.2%	3.4%
One	51.9	32.8	9.1	4.3	1.9
Two	51.3	31.8	11.8	4.5	0.5
Three	48.6	28.0	13.3	7.7	2.6
Four or more	46.3	24.6	18.8	2.7	7.3
None tried	51.1	32.7	9.5	2.5	4.1

Respondents:	16,340
N.A. Usefulness:	1,707
N.A. Number:	864
N.A. Both:	398
Total	19,309

Table A-71

USEFULNESS OF MATERIALS TO PATRONS WHO HAD TRIED SPECIFIC PUBLIC LIBRARIES
GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	51.2%	31.4%	10.7%	4.7%	1.9%
All N.Y.C. public libraries	48.2%	31.2%	14.0%	4.4%	2.1%
Manhattan	51.1	28.7	13.6	4.2	2.4
Bronx Fordham	46.3	35.6	12.7	0.0	5.4
Bronx Other	48.6	28.5	2.8	7.6	12.5
Brooklyn Central	52.9	33.7	8.5	1.4	3.8
Brooklyn Business	56.5	4.8	19.4	1.6	17.7
Brooklyn Other	40.0	35.0	16.7	7.8	0.6
Queens Central	40.7	37.4	14.5	5.9	1.2
Queens Other	44.6	28.2	14.8	10.9	1.6
Staten Island	64.0	14.7	21.3	0.0	0.0
Nassau/Suffolk	58.7	27.7	9.7	3.9	0.0
Westchester	62.8	24.0	4.7	0.0	8.5
Other New York State	41.5	47.7	7.7	3.1	0.0
Connecticut	60.7	32.8	6.6	0.0	0.0
New Jersey	54.3	27.3	12.5	3.9	2.0
Other unspecified libraries	61.7	23.2	11.7	2.2	1.1

Respondents:	5,590
N.A. Libraries:	11,614
N.A. Usefulness:	534
N.A. Both:	1,571
Total	19,309

Table A-72

USEFULNESS OF MATERIALS TO PATRONS WHO HAD TRIED SPECIFIC SPECIAL AND UNIVERSITY LIBRARIES CENTRAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	51.2%	31.4%	10.7%	4.7%	1.9%
Special business	40.2	47.0	0.6	6.7	5.5
Other research	70.2	17.1	6.9	5.8	0.0
Community college	21.2	40.4	23.1	13.5	1.9
All college libraries	50.0%	33.7%	10.2%	4.7%	1.4%
Columbia	57.8	29.5	5.9	3.9	2.9
CUNY	33.8	47.1	12.8	6.3	0.0
N.Y.U.	65.4	27.4	5.0	1.3	1.1
SUNY	44.0	26.0	2.0	6.0	22.0
Other	50.7	28.0	14.0	5.1	2.0

Respondents:	5,590
N.A. Libraries:	11,614
N.A. Usefulness:	534
N.A. Both:	1,571
Total	19,309

tried first at Brooklyn Business were least satisfied. This latter group, as well as those who had searched at public libraries on Staten Island, tend to rate the materials as partially useful. In addition, a greater proportion of the respondents who had tried Brooklyn Business or public libraries in The Bronx, other than Bronx Fordham, do not hold an opinion regarding the usefulness of the materials from The Research Libraries.

Among those who had used special and university libraries, the patrons who had first searched at community college libraries were least satisfied. This finding is not surprising in view of the previous analysis which shows that respondents engaged in junior college work are least satisfied of all academic patrons with the resources. This group of patrons is more likely than those who had previously used other special and university libraries to term the resources partially useful. Respondents who had searched at SUNY are also more dissatisfied than others with the materials; however, a greater proportion of these users do not have an opinion than patrons from other categories. Most satisfied among individuals who had first tried college or special libraries are those who had searched at N.Y.U.

Table A-73 presents the data on usefulness of materials by the specific institutions where respondents are attending or teaching. Among all of the categories, those who indicated that they are most satisfied are affiliated with CUNY Graduate Divisions. Those who reported least general satisfaction are affiliated with SUNY--the university which also has the greatest proportion of respondents rating resources as partially useful or having no opinion. This is not surprising in view of two of our previous findings: 1) that the greatest proportion of patrons who had tried SUNY libraries before coming to The Research Libraries are faculty and students from SUNY; and 2) that those patrons who had previously tried SUNY libraries are more likely than others not to find the materials generally useful.

Table A-73

USEFULNESS OF MATERIALS TO STUDENTS AND FACULTY WITH DIFFERENT INSTITUTIONAL AFFILIATIONS
GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	52.2%	32.4%	9.3%	3.1%	3.0%
All New York public institutions	46.8%	35.3%	10.7%	3.7%	3.4%
CUNY (Graduate Division)	77.8	15.8	0.9	1.9	3.5
CUNY (other)	42.6	38.9	11.4	4.2	3.0
SUNY	39.5	26.1	23.5	0.0	10.9
Five selected private institutions	58.6%	29.6%	7.8%	1.8%	2.3%
Columbia	65.1	25.3	6.6	2.6	0.3
Fordham	47.0	36.4	7.9	4.3	4.3
L.I.U.	50.7	31.3	12.8	0.0	5.2
N.Y.U.	58.9	30.6	7.0	1.0	2.6
St. John's	67.7	23.1	9.2	0.0	0.0
Rutgers University	68.6	21.4	0.0	10.0	0.0
All other institutions	51.3	32.4	9.8	3.2	3.3
More than one institution	72.0	20.0	4.0	4.0	0.0

Respondents: 6,663
N.A. Usefulness: 519
N.A. School: 10,540
N.A. Both: 1,585
Total 19,307

When asked whether they know that The Research Libraries are privately supported, those patrons who knew about their support are no more likely to find the materials useful than those who do not. These data are shown in Table A-74.

Table A-74

USEFULNESS OF MATERIALS TO PATRONS WHO KNOW OR DO NOT KNOW SOURCES OF SUPPORT
GENERAL USERS

	Know of Private Support	Do Not Know of Private Support
Extremely useful	53.9%	51.4%
Useful	31.9	30.6
Partially useful	8.8	9.3
Not useful	2.6	3.8
No opinion	2.8	4.8

Respondents:	8,085
N.A. Sources:	9,119
N.A. Usefulness:	916
N.A. Both:	1,188
Total	19,308

USE OF STAFF

Those patrons who consulted a librarian during their visit to The Research Libraries were asked to indicate from the list that follows what kind of assistance they had requested.

Guidance on where to find the materials appropriate to your subject
Advice on how to find listings of appropriate material
Help in using the card catalog, other guides (indexes, abstracts, etc.)
The answer to a particular reference question
Some other assistance

As shown in Table A-75, the majority of patrons ask for guidance in finding materials appropriate to their study.

Table A-75

REASON FOR CONSULTING LIBRARIAN*
GENERAL USERS

Guidance in finding appropriate materials	51.4%
Advice on finding listings of materials	16.0
Help in using card catalog and other guides	19.8
Answer to a specific reference question	20.7
Some other assistance	21.7

Respondents: 9,885
N.A.: 9,423
Total 19,308

*Total exceeds 100% because of multiple responses.

When considering use of staff by general users with different purposes in visiting the Libraries, only a few minor variations are found. Patrons engaged in academic pursuits or independent research are less likely than patrons with other purposes to seek guidance on where to find materials while those with a general business interest ask the staff for such assistance more often. Proportionately fewer of those pursuing academic work or a personal interest request advice about listings of materials, while the reverse is true of those working on individual research. The range of percentages is not great, hence these trends indicate only minor differences in the types of assistance needed by patrons with different purposes.

Table A-76

REASONS PATRONS WITH DIFFERENT PURPOSES IN USING THE LIBRARIES CONSULT THE STAFF*
GENERAL USERS

	Guidance in Finding Appropriate Materials	Advice on Finding Listings of Materials	Help in Using Card Catalog and Other Guides	Answer to a Specific Reference Question	Other Assistance
Total	51.4%	16.0%	19.8%	20.9%	21.6%
To pursue academic work	46.9	14.4	21.8	24.0	23.2
To undertake specific business project	51.9	18.9	19.6	22.4	21.3
To locate general materials related to business	59.8	18.4	17.2	19.3	18.8
To pursue independent research	45.8	23.5	22.1	20.8	25.2
To pursue personal interest	56.5	15.9	17.8	18.5	25.4

Respondents: 9,796
N.A. Purpose: 89
N.A. Aid: 9,078
N.A. Both: 345

Total 19,308

*Totals exceed 100% because of multiple responses.

Do patrons with academic purposes vary in their use of staff? The answer is yes, to some degree, as shown in Table A-77. In general, patrons preparing for a degree are the most likely to request guidance to materials appropriate to their subject, and least likely to ask specific reference questions. More specifically, the group most likely to need guidance on finding appropriate materials is composed of those doing junior college work where four out of five patrons need this type of assistance. This same group, along with those who come for "none of the above" purposes, are also most likely to need advice on how to find listings of appropriate materials. Those patrons who are doing work connected with obtaining a master's degree are more likely than others to need some other assistance from a librarian. Patrons involved in teaching duties are most likely to ask specific reference questions or help in using the card catalog or other guides, and least likely to request advice on how to find listings of appropriate materials.

Table A-77

REASONS PATRONS WITH DIFFERENT ACADEMIC PURPOSES CONSULT THE STAFF*
GENERAL USERS

	Guidance in Finding Appropriate Materials	Advice on Finding Listings of Materials	Help in Using Card Catalog and Other Guides	Answer to a Specific Reference Question	Other Assistance
Total	46.2%	13.9%	20.3%	23.6%	21.2%
Teaching	35.9	2.6	34.6	42.3	5.1
Non-degree research	38.7	15.9	23.3	31.4	16.8
Doctoral preparation	31.6	16.3	30.4	25.4	21.1
Professional preparation	66.1	8.1	9.7	29.0	12.9
Master's preparation	47.9	7.1	17.0	18.5	33.9
Bachelor's preparation	48.9	13.8	20.1	24.9	18.3
Junior college work	81.0	18.3	7.2	6.5	14.4
None of the above	50.5	18.4	14.3	17.4	23.6

Respondents:	3,724
N.A. Aid:	3,585
N.A. Purpose:	6,161
N.A. Both:	5,837
Total	19,307

*Totals exceed 100% because of multiple responses.

Although one might expect that more frequent users of The Research Libraries would find it necessary to consult with the librarians, this is not entirely the case. An analysis of these two factors, presented in Table A-78, indicates that whether a patron is a frequent or infrequent visitor or is making his first or second trip to The Research Libraries makes little difference in the type of assistance he seeks from the staff. The only exception is that those patrons who ask the staff about particular reference questions are more likely to be frequent than infrequent visitors to the Libraries. Frequent users are also somewhat less likely to need guidance in finding appropriate materials.

Table A-78

REASONS PATRONS WHO USE THE LIBRARIES
FREQUENTLY AND INFREQUENTLY CONSULT THE STAFF
GENERAL USERS

	First or Second Visit	Daily or Several Times a Week	Weekly or Several Times a Month	About Once a Month	Less Often
Total	19.2%	12.8%	25.0%	19.8%	23.2%
Guidance in finding appropriate materials	23.9	8.1	21.7	19.3	27.0
Advice on finding listings of materials	21.2	10.3	24.1	20.6	23.8
Help in using card catalog and other guides	20.7	13.1	21.3	20.1	24.8
Answer to a specific reference question	11.4	15.8	29.0	20.2	23.6
Some other assistance	19.0	19.1	26.2	15.2	20.6

Respondents: 9,730
N.A. Frequency: 154
N.A. Aid: 8,793
N.A. Both: 630
Total 19,307

An examination of the types of aid sought by respondents in different status categories is presented in Table A-79. Armed Forces personnel and housewives are more likely than other status groups to seek guidance on where to find appropriate materials while faculty members are least likely to need this type of aid. Advice on how to find listings of materials, help in using guides and indices, and answers to specific questions are sought more often by housewives than those in other patron

Table A-79

REASONS PATRONS IN DIFFERENT STATUS CATEGORIES CONSULT THE STAFF* GENERAL USERS

	Guidance in Finding Appropriate Materials	Advice on Finding Listings of Materials	Help in Using Card Catalog and Other Guides	Answer to a Specific Reference Question	Some Other Assistance
Total	51.3%	16.0%	19.5%	20.8%	21.6%
Student	50.2	13.5	19.2	22.0	21.6
Faculty	31.9	12.9	22.5	29.4	21.5
Teacher	47.3	22.9	21.1	15.1	29.4
Employed by non-profit organization	51.5	20.0	22.8	24.9	16.4
Self-employed professional	50.3	18.7	21.7	28.0	20.6
Proprietor of own business	60.9	21.0	3.4	20.2	14.7
Employed by private firm	56.5	15.6	19.0	16.1	21.6
Retired or unemployed	56.1	15.1	17.6	12.6	21.4
Housewife	72.0	32.0	26.7	31.3	11.3
Armed Forces personnel	97.8	0.0	4.3	0.0	2.2
Other	41.4	20.2	22.1	17.5	30.1

Respondents: 9,705
N.A. Aid: 8,937
N.A. Status: 180
N.A. Both: 485
Total 19,307

*Totals exceed 100% because of multiple responses.

categories. Faculty members, followed by self-employed professionals, are also more likely to need this kind of aid. Proprietors and Armed Forces personnel are the least likely group to need help using the card catalog and other guides and the latter group also is least likely to seek other assistance.

When the use of staff is examined in light of the academic affiliation of students and faculty definite differences are found. These are shown in Table A-80. Respondents from CUNY Graduate Divisions and those associated with "more than one institution" (although the number of cases is small) are least likely to seek guidance on where to find materials while those from St. John's are most likely to seek this type of aid as well as help in using the card catalog and other guides. Advice on how to find listings of materials and answers to particular questions are needed more often by individuals from L.I.U. (and those affiliated with

Table A-80

REASONS STUDENTS AND FACULTY WITH DIFFERENT INSTITUTIONAL AFFILIATIONS CONSULT THE STAFF[a]
GENERAL USERS

	Guidance in Finding Appropriate Materials	Advice on Finding Listings of Materials	Help in Using Card Catalog and Other Guides	Answer to a Specific Reference Question	Some Other Assistance
Total	45.7%	13.8%	20.1%	23.9%	21.3%
All New York public institutions	45.4%	13.4%	18.0%	24.6%	23.4%
CUNY (Graduate Division)	13.2	4.4	23.5	30.9	39.7
CUNY (other)	47.6	13.5	17.3	25.1	22.1
SUNY	40.3	19.4	23.6	9.7	27.8
Five selected private institutions	44.8%	17.8%	20.7%	24.2%	22.7%
Columbia	40.9	21.4	22.6	16.0	23.3
Fordham	30.6	7.6	27.1	9.7	36.8
L.I.U.	55.3	26.0	9.8	43.1	12.2
N.Y.U.	45.3	17.5	18.5	28.2	22.4
St. John's	80.5	12.2	43.9	19.5	2.4
Rutgers University	44.3	1.3	17.7	22.8	20.3
All other institutions	46.2	12.0	21.6	23.4	18.6
More than one institution[b]	13.0	26.1	30.4	34.8	21.7

Respondents: 3,694
N.A. Aid: 3,488
N.A. Schools: 6,190
N.A. Both: 5,935

Total 19,307

---

a Totals exceed 100% because of multiple responses.
b The number of cases is small and percentage figures must be used with caution.

"more than one institution" although the sample is small). Those individuals associated with Rutgers are less likely to need help in finding listings of materials than patrons from other institutions while those from Fordham are less likely to seek the answer to a specific reference question.

USEFULNESS OF STAFF

Those patrons who had found it necessary to seek staff assistance were asked to indicate how useful was the help they received. Table A-81 shows that almost half (49%) of the respondents feel that the librarians are "extremely useful" while an additional one-third (34%) indicated that their help is "useful."

Table A-81

USEFULNESS OF STAFF, GENERAL USERS

Extremely useful	49.0%		
Useful	34.6	Respondents:	8,815
Partially useful	8.6	N.A.:	10,492
Not useful	3.8		
No opinion	3.9	Total	19,307

Is there any variation by patron status on how useful the staff is? For example, in comparison with other groups, do faculty members as a group feel that librarians are more helpful? An analysis of these two factors is shown in Table A-82. Of all the status groups, housewives are less likely to be generally satisfied with staff assistance while all Armed Forces personnel are generally satisfied with the aid they receive. This finding corresponds with the data on usefulness of resources (see Table A-66). Housewives are more likely than other groups to find the librarian's aid partially useful or to have no opinion on this matter.

The type of assistance needed seems to have no bearing on satisfaction. Those patrons who ask for guidance in finding appropriate materials find the staff just as useful as those who ask a particular reference question.

Likewise, there is no significant variation in an analysis of the patron's purpose in coming to the Libraries and how useful he feels the staff is. A person who comes to pursue academic interests is no more or less satisfied with the staff's assistance than one who comes for a personal interest.

Table A-82

USEFULNESS OF STAFF TO PATRONS IN DIFFERENT STATUS CATEGORIES GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	48.9%	34.7%	8.5%	3.9%	4.0%
Student	44.6	36.3	9.4	5.6	4.0
Faculty	43.5	39.6	13.1	0.2	3.5
Teacher	60.1	31.4	6.9	1.2	0.6
Employed by non-profit organization	51.2	37.7	6.9	3.2	0.9
Proprietor of own business	57.5	34.8	0.0	7.7	0.0
Self-employed professional	56.6	30.0	8.5	3.8	1.1
Employed by private firm	48.4	34.7	8.0	3.0	5.8
Retired or unemployed	50.1	39.6	4.7	0.8	4.7
Housewife	58.3	6.3	16.0	7.6	11.8
Armed Forces personnel	65.2	34.8	0.0	0.0	0.0
Other	49.3	31.3	7.1	4.8	7.5

Respondents:	8,690
N.A. Usefulness:	9,952
N.A. Status:	125
N.A. Both:	541
Total	19,308

However, when academic usage is broken down more specifically, variations do occur, as shown in Table A-83. Those patrons engaged in preparation for teaching are much less likely to indicate that staff help is generally useful and more likely to feel that it is not useful or have no opinion than those users undertaking other academic pursuits. The most likely group to feel that staff assistance is partially useful is composed of individuals who are candidates for professional degrees.

Table A-84 on page A-88 presents the opinions of faculty and students about the staff's assistance by institutional affiliation. Individuals associated with St. John's University, Rutgers, and L.I.U. are most likely not to be generally satisfied with the aid that they receive. Those attending St. John's and "more than one institution" (although in both cases sample sizes are small) are more likely to label the assistance partially useful than patrons from other institutions. The groups most likely to have no opinion regarding staff help are composed of students and faculty from Rutgers and CUNY Graduate Divisions.

Table A-83

USEFULNESS OF STAFF TO PATRONS WITH DIFFERENT ACADEMIC PURPOSES
GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	44.3%	36.6%	10.4%	4.9%	3.7%
Teaching	44.4	6.9	15.3	15.3	18.1
Non-degree research	35.5	43.9	10.9	6.6	3.2
Doctoral preparation	50.2	36.9	8.0	3.8	1.3
Professional preparation	36.8	36.8	19.3	0.0	7.0
Master's preparation	50.2	33.9	11.1	1.8	3.0
Bachelor's preparation	40.5	39.1	10.7	5.6	4.1
Junior college work	48.6	36.6	3.5	7.7	3.5
None of the above	50.1	30.1	11.6	3.8	4.6

Respondents: 3,419
N.A. Usefulness: 5,396
N.A. Purpose: 3,890
N.A. Both: 6,602
Total 19,307

Table A-85 shows that those respondents who find the staff useful also find the library materials useful. Some of this might be due to "halo effect." However, if a librarian directs a patron to useful materials, the staff member necessarily is useful, too. Thus, the halo effect, if present, is probably minimal.

Table A-85

USEFULNESS OF MATERIALS TO PATRONS WHO RATE STAFF USEFUL
GENERAL USERS

	Materials Extremely Useful	Materials Useful	Materials Partially Useful	Materials Not Useful	No Opinion - Materials
Total	53.0%	28.5%	11.4%	4.7%	2.5%
Staff extremely useful	70.0	18.3	6.9	3.3	1.6
Staff useful	37.6	43.7	13.0	4.0	1.7
Staff partially useful	38.9	25.7	28.6	6.2	0.6
Staff not useful	19.8	36.1	21.4	21.1	1.9
No opinion - staff	37.6	20.8	6.8	8.7	26.4

Respondents: 8,351
N.A. Staff Usefulness: 8,853
N.A. Materials Usefulness: 464
N.A. Both: 1,640
Total 19,308

Table A-84

USEFULNESS OF STAFF TO STUDENTS AND FACULTY WITH DIFFERENT INSTITUTIONAL AFFILIATIONS

GENERAL USERS

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Total	44.6%	36.5%	10.1%	4.9%	3.9%
All New York public institutions	40.8%	42.1%	7.8%	4.7%	4.7%
CUNY (Graduate Division)	68.7	13.4	1.5	0.0	16.4
CUNY (other)	39.0	44.0	7.2	5.4	4.3
SUNY	39.7	41.1	19.2	0.0	0.0
Five selected private institutions	46.8%	33.0%	9.5%	6.8%	3.7%
Columbia	59.5	26.6	7.1	5.6	1.2
Fordham	39.1	48.4	8.6	2.3	1.6
L.I.U.	36.4	30.6	14.0	10.0	9.1
N.Y.U.	45.2	34.3	8.0	8.2	4.5
St. John's*	41.4	13.8	44.8	0.0	0.0
Rutgers University	29.5	37.2	15.4	0.0	17.9
All other institutions	47.0	34.5	12.4	3.7	2.4
More than one institution*	41.7	29.2	20.8	0.0	8.3

Respondents:	3,401
N.A. Usefulness:	3,782
N.A. School:	5,414
N.A. Both:	6,711
Total	19,308

*The number of cases is small and percentage figures must be used with caution.

95-8-68

MAY WE HAVE A LITTLE OF YOUR TIME?

The New York Public Library requests a small effort from you for a survey which is of great importance to its Research Libraries.

The survey is designed to identify the kind of user you are so that we can better plan to meet your needs. Will you help by spending five minutes answering this questionnaire before leaving the building? Boxes are provided in each room for receipt of the completed questionnaire.

We will be most grateful for your help.

TO ALL USERS OF THE RESEARCH LIBRARIES:

Every question can be answered by either writing in your response in the space provided, or by circling a number or letter to the right of the appropriate listed choice.

For example: You are now---*(circle one)*

Inside the New York Public Library....①
Somewhere else..........................2

You may ignore the numbers and letters in the far right-hand margin; they are used to help us process your answers.

---

1. Have you already answered this questionnaire on a previous visit? *(circle one)*

Yes....... 1 11/R
No 2

EVEN IF YOU HAVE ANSWERED ONE OF THESE QUESTIONNAIRES ON A PREVIOUS VISIT, PLEASE COMPLETE THE QUESTIONNAIRE FOR YOUR PURPOSE IN COMING TO THE LIBRARY TODAY.

2. What division of the library did you use today? *(circle all below which apply)*

Division	*Please Circle*
(1) American History	1
(2) Arents Collection	2
(3) Art and Architecture	3
(4) Berg Collection	4
(5) Central Children's Room	5
(6) Central Circulation Branch	6
(7) Economics and Sociology	7
(8) Exhibitions	8
(9) Genealogy and Local History	9
(10) Jewish Division	0
(11) Lincoln Center: Dance	x
(12) Lincoln Center: Music	y

Division	*Please Circle*	
(13) Lincoln Center: Rodgers and Hammerstein Archives of Recorded Sound	1	12/R
(14) Lincoln Center: Theater	2	
(15) Main Reading Room and Catalog	3	
(16) Manuscripts	4	
(17) Maps	5	
(18) Microfilms	6	
(19) Oriental Division	7	13/R
(20) Periodicals	8	
(21) Photographic Service	9	
(22) Picture Collection	0	
(23) Print Room	x	
(24) Rare Books	y	
(25) Science and Technology	1	14/R
(26) Slavonic Division	2	
(27) Spencer Collection	3	
(28) 43rd Street Annex: Newspapers	4	
(29) 43rd Street Annex: Patents	5	
(30) 43rd Street Annex: Other subjects	6	

IF YOU USED MORE THAN ONE DIVISION: please enter (from the list above) the number in parentheses of the division of the library where you spent MOST of your time.

For example: If you circled two places above you would write in (24) if you spent most of your time in the Rare Books Room.

DIVISION NUMBER IN PARENTHESES__________ 15-16/RR

3. For what purpose did you come to the library today? *(circle all below which apply)*

To pursue academic work	1	17/R
To undertake a specific project for my business, job, or firm	2	
To locate general material related to my business, job, or profession (personal advancement, professional browsing, etc.)	3	
To pursue individual research not connected with my work for any institution or firm	4	
To pursue a personal interest	5	
Other *(specify)*____________________________________	6	

15. When did you arrive at the library today? *(circle one)*

Morning.............1 36/R
Afternoon............2
Evening.............3

A. How much time did you spend at the library? *(please estimate and circle one)*

Less than 15 Minutes	15 Minutes to One Hour	One to Two Hours	Two to Four Hours	More than Four Hours
1	2	3	4	5

37/R

FOR STUDENTS (INCLUDING POST-DOCTORAL) OR FACULTY MEMBERS ONLY:

16. A. Please identify the institution with which you are associated: *(circle one)* 38/R

Columbia..............................1
CUNY (Graduate Division, 42nd St.)......2
CUNY (Baruch, Brooklyn, City, Hunter, Lehman, Queens, community colleges).................3
Fordham..............................4
Long Island University..................5
New York University.........6
Rutgers......................7
St. John's University.......8
SUNY at Stony Brook.........9
SUNY (all other units)......0
Other *(specify)*............ ____________ x

B. Is your visit to the library today connected with--? *(circle one)* 39/R

Teaching duties.................................1
Research not connected with work for a degree............2
Preparation for doctoral courses, examinations, or dissertation..................................3
Work for a professional degree (MD, LLB, MAT, etc.)......4
Courses or thesis for master's degree...................5
Courses or papers for bachelor's degree.................6
Courses or assignments for a community college...........7
High school assignments or work.........................8
None of the above.......................................9

C. FOR STUDENTS ONLY: Toward what degree are you working? *(circle one)*

Doctorate	Arts and Science Master's	Professional (LLB, MD, MAT, MBA, etc.)	Bachelor's	Associate or Community College Diploma	None of These
1	2	3	4	5	6

40/R

	College or University Library	The New York Public Library	Each About Equally Often
D. Which library do you generally use more often? *(circle one)*	1	2	3
E. Which library is more convenient to get to? *(circle one)*	4	5	6

41/R

...*THANK YOU FOR YOUR HELP*

4. Did you try to find the material you used or sought today at some other library before coming here? How many other libraries did you try? *(circle one)*

Yes One Library	Yes Two Libraries	Yes Three Libraries	Yes More than Three	None	
1	2	3	4	5	18/R

IF YOU TRIED ANOTHER LIBRARY: please indicate where you searched *(circle all below which apply, both columns)*

Public Library in New York City

Manhattan
  Donnell Library Center..........1
  Other Branch....................2

The Bronx
  Fordham Library Center..........3
  Other Branch....................4

Brooklyn
  Central (Grand Army Plaza).......5
  Business Library................6
  Other Branch....................7

Queens
  Central Library (Jamaica)........8
  Other Branch....................9

Staten Island
  St. George Library..............0
  Other Branch....................x

Community College Library...........1 19/R

College or University Library
  Columbia..........................2
  CUNY (4 yr.or graduate only).....3
  New York University..............4
  SUNY (all units).................5
  Other............................6

Public Library Outside New York City
  Nassau or Suffolk County.........7
  Westchester County...............8
  Rockland, Orange, Putnam, Sullivan, Ulster, Dutchess, Columbia, or Greene Counties in New York.....................9 20/R
  Other New York Counties..........0
  Connecticut......................x
  New Jersey.......................y

Business Library..1 21/R
Medical, Law, Historical, Other Research Library..........................2
New York State Library..3
Other *(specify)*____.....4

DID YOUR ATTEMPTS to locate this material elsewhere include requests for interlibrary loan? *(circle one)* Yes.........1 22/R
No..........2

5. During your visit today, what kinds of materials did you use? *(circle all below which apply, both columns)*

Books and Monographs.............1 23/R
Card Catalog or Other Guides......2
Government Publications..........3
Manuscripts......................4
Maps.............................5
Microfilm, Microcards, etc........6
Music Scores.....................7
Newspaper clippings..............8

Pamphlets.........................1
Patents...........................2
Periodicals.......................3
Phonograph Records................4
Photographs, Negatives, Slides.......5 24/R
Pictures or Prints................6
Posters, Playbills, etc...........7
Other *(specify)*________________...8

SPECIFIC ITEMS I WANTED were not available..................................9

6. Did you know that private benefactors are the major sources of financial support for The Research Libraries of The New York Public Library? *(circle one)*

Yes........1 — 25/R
No.........2

7. When you came to the library today, were you looking for--? *(circle all below which apply)*

Material on a particular subject but with no specific item in mind...........1 — 26/R
Specific title, author, periodical, etc.......2
Neither specific subject nor item.............3

8. About how often do you use the research libraries? (Include visits to Lincoln Center and 43rd St. Annex. DO NOT include visits to the Central Circulation Room at 42nd St. or to the General—circulating—Library of Performing Arts at Lincoln Center) *(circle one)*

This is my first or second visit.........1 — 27/R
Daily or several times a week............2
Weekly or several times a month..........3
About once a month.......................4
Less often...............................5

9. If during your visit today you consulted a librarian, did you ask for--? *(circle all below which apply)*

Guidance on where to find the materials appropriate to your subject...........1 — 28/R
Advice on how to find listings of appropriate material.......................2
Help in using the card catalog, other guides (indexes, abstracts, etc.).......3
The answer to a particular reference question.................................4
Some other assistance...5

10. In general, how would you characterize the usefulness of the materials you used today? The usefulness of the aid given you by librarians? *(circle one in each column)*

	MATERIALS USED	AID OF LIBRARIAN	
Extremely useful	1	1	29/R
Useful	2	2	
Partially useful	3	3	30/R
Not useful	4	4	
No opinion	5	5	

11. Are you--? *(circle one: the response which best describes your occupation or status)* — 31/R

A student.........................1
A college or university faculty member..................2
A schoolteacher...................3
Employed by a non-profit organization....................4
Self-employed professional........5
Proprietor of your own business...6
Employed by private company or firm.....7
Government employee (other than teacher or military)...............8
Retired or unemployed...................9
Housewife...............................0
Member of the armed forces..............x
Other *(specify)* ____________________...y

12. What is your occupational field or, if you are a student, what is your intended career field? If you are engaged in higher education teaching or research, what is your subject area? If not working, indicate what it is you do when employed. *(circle one: the response which best describes your field)*

Advertising, Public Relations	A	Journalism	Q	32/R
Accounting	B	Law	R	
Architecture, City Planning	C	Library Science	S	
Banking, Finance	D	Management	T	
Biological Sciences	E	Marketing, Market Research	U	
Clerical, Secretarial	F	Performing Arts	V	
College or University Administration	G	Physical Sciences, Math	W	
Communications, Radio, TV	H	Psychology	X	
Demography, Population Study	I	Public Administration	Y	
Education: school teaching and administration	J	Publishing, Printing	Z	
Engineering	K	Real Estate, Insurance	1	
Foreign Service	L	Religion, Theology	2	
Graphic or Fine Arts	M	Sales: retail, wholesale	3	
Health Professions (medical, etc.)	N	Skilled or unskilled work	4	
Humanities	O	Social Sciences	5	
Industrial Relations, Personnel	P	Social Work, Recreation	6	
		Writing	7	

13. What is the highest academic degree you now hold? *(circle one)*

Doctorate (PhD, EdD, ScD, etc.)	1	33/R
Master's in arts and sciences	2	
Professional degree (MD, LLB, MAT, MBA, etc.)	3	
Bachelor's degree	4	
Associate or community college diploma	5	
None of the above	6	

14. Where do you live? If employed, where do you work? *(circle one in each column)*

	RESIDENCE	EMPLOYMENT	
Manhattan	A	A	34/R
The Bronx	B	B	
Brooklyn	C	C	
Queens	D	D	
Staten Island	E	E	
Nassau or Suffolk Counties	F	F	
Westchester County	G	G	
Rockland, Orange, Putnam, Sullivan, Dutchess, Ulster, Columbia, Greene Counties	H	H	
Other counties of New York State	I	I	
New Jersey: metropolitan New York area	J	J	
New Jersey: non-metropolitan New York area	K	K	
Connecticut	L	L	
Pennsylvania	M	M	35/R
Other *(specify)*________________	N	N	

- PLEASE TURN QUESTIONNAIRE OVER FOR PAGE 6 -

Appendix B

THE PHOTOGRAPHIC SERVICE SURVEY

This appendix reports the data on the kinds of patrons who use the Photographic Service of The New York Public Library Research Libraries and their patterns of use. The user who wishes to have materials photocopied from the collections of The Research Libraries has several alternative methods open to him by which he may avail himself of these services. If he comes to the Libraries and wants a xerocopy of a particular item, he can take the material to the Photographic Service and have this done. These requests are also called "quick-copy orders." If the user needs any of the various other types of photocopying available at the Libraries (photograph, photostat, microfilm, color slides or prints from microfilm), he may leave his order and come back for the copy when it is ready or he may have the materials mailed to him. These requests are called "call orders." Or a user may make a request by mail and have the photocopies sent to him directly.

Because of these differences, two concurrent investigations were undertaken: one of photo walk-in patrons, the other of photo mail patrons. The distinction between the two surveys is based on how the photocopy was received. Any order which was picked up by the patron is part of the photo walk-in study; any request which was mailed to the user is included in the photo mail study. Call orders are separated from quick-copy orders in the analysis of all orders placed during the spring but not in the analysis of questionnaire returns. Fewer than ten questionnaires were returned in each sample period from call order patrons.

So that comparisons between the users and usage of these two services may be made more readily by the reader, data for comparable questions are presented together.

DATA COLLECTION

Information about the patrons and their use of the Photographic Service was gathered by means of questionnaires and by an examination of all photocopy orders placed during the spring survey. In addition, a sample of those orders was examined for the uniqueness of the material requested. The results from these studies are included in this appendix.

All deposit and billing accounts were analyzed for the volume of professional, business, and institutional use of the Photographic Service during the most recent year. Past records of The Research

Libraries on the volume of professional and business use were reviewed and compared with the current pattern. These data form the basis for the projections of future use reported in Chapter V.

QUESTIONNAIRES

Questionnaires were distributed to every patron requesting photocopy service in person and were included with every completed request that was mailed out on the survey dates during the three sampling periods. The six survey dates of each period were spread over one or two weeks and were selected so that each day of the week when this service is available was included. The 18 days surveyed were:

Spring:	May 27, 28, 31; June 1, 5, 6
Summer:	July 23, 25, 29, 31; August 2, 3
Fall:	October 14, 15, 16, 17, 18, 19

Two somewhat different questionnaires (which are reproduced at the end of this appendix) were designed for the Photographic Service patrons: one (blue) for users of the photo walk-in service; the other (buff) for patrons of the photo mail service.

In addition, for each of these surveys a revised questionnaire was used for about half of the survey dates. The first questionnaire was distributed during the spring sample and half of the summer sample. The revised questionnaire was used during the remainder of the study. It incorporated minor additions and changes which are noted in the text.

Volume of Returns

Table B-1 reports on the following page the number of patrons whose orders were filled during each of the sampling periods, and the number of questionnaires they returned.[1] For both the photo mail and the photo walk-in studies, the proportion of patrons returning questionnaires declined in each succeeding period. This may be due, at least in part, to the fact that regular users may have completed a questionnaire just the first time they made a request on a survey date and not on succeeding days.

Questionnaire Analysis

Four separate analyses were made--one for each sampling period and one for the total. For each of the seasonal samples, all of the completed questionnaires were edited, keypunched and tabulated by computer. These data were then combined to obtain the results for all responding patrons which are reported here. Differences among the individual spring, summer, and fall surveys are reported in Appendix F, "Seasonal Variations."

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[1] Forty-four photo mail questionnaires arrived too late to be included in the study.

Table B-1

VOLUME OF RETURNS
THE PHOTOGRAPHIC SERVICE

	Number of Orders	Questionnaires Returned	Percent Returned
Photo walk-in: total*	2,713	1,011	37.3%
Spring	798	360	45.1%
Summer	921	370	40.2
Fall	994	281	28.3
Photo mail: total	2,075	843	40.6%
Spring	623	287	46.1%
Summer	751	306	40.7
Fall	701	250	35.7

*This includes quick-copy (xerocopy only) and call orders (orders using any type of photocopy service that is called for in person).

EXAMINATION OF ORDERS

Three special analyses were made of the orders placed during the spring sampling period:

1. For all orders--whether filled or cancelled, received by mail or in person--the following data were recorded: the type of photo service requested, the number of items requested and filled, the procedures for paying for orders, and the patron's place of employment (state or country). In addition, all cancelled items were examined to see why the Photographic Service was unable to fill them. These data supplement the information provided by the questionnaires on the patron and his use of photo services.

2. All photo mail questionnaires were numbered with the order number before being distributed. When

these questionnaires were received they were matched with the order for material and the information enumerated in #1 above was recorded, coded and keypunched for data processing. In this way, it was possible to draw correlation between these four variables and patron profile or pattern of use as evidenced in the questionnaires' responses.

3. From all of the orders received during the spring, a 10% random sample of the items requested in each of the categories[2] shown in Table B-2 (on the following page) was selected. This sample was then forwarded to The New York State Library where each individual request was searched to see whether or not it was held in their collection. By making this comparison, it could be determined whether requests were being made for unique materials found only at The Research Libraries or whether the materials being sought were readily available at another library with a large and diverse collection.

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[2] Not all cancelled items were included in the total from which the sample was drawn. Items not filled because the reference was incorrect, or the material was in the bindery, or restricted by copyright were excluded. Only those items cancelled for the following reasons were sampled:

Missing - The material should be in the Libraries but it is not on the shelf.

Lack - The Libraries have the title but lack the particular number requested.

The material is not held at The Research Libraries.

The material is mutilated or too fragile to handle.

The material is on order but has not yet been received.

Of the total number of cancelled items (some of which appeared on orders that included filled items), 42 were cancelled for reasons that did not qualify for sampling.

Table B-2

STATUS OF ORDERS PLACED DURING SPRING SURVEY[a] THE PHOTOGRAPHIC SERVICE

Mailed orders		623
Matched to a returned questionnaire	268[b]	
Not matched to a questionnaire	355	
Cancelled orders		66
Walk-in orders		798
Quick-copy orders	738	
Call orders	60	
Total		1,487

a These totals include the number of orders made, not the number of items requested. Each order can contain several requests for separate items of material.

b Nineteen orders could not be matched to the returned questionnaires because of omissions or errors in numbering. There were 287 questionnaires returned.

PATRON CHARACTERISTICS

The profile of patrons which follows includes their status (student, faculty, businessman, etc.), occupational or research field, educational level, and places of residence and employment. In addition, data are presented on whether users know the Libraries' sources of support and how patrons of the photo mail service paid for their requests.

Patron Status

From the alternatives listed in Table B-3 on the following page, each patron was asked to indicate the one which best describes his status. Respondents from the academic world (students and faculty) and from the business sector (proprietors and employees of private firms) each account for one-third of the users of the walk-in services. Self-employed professionals account for the next largest group of users with 14%. Among respondents who used the photo mail service the vast majority (71%) were from the business community.

In comparing use of the two services, substantially more students and self-employed professionals made use of the photo walk-in than the photo mail service, while more than twice as many patrons from the business community made use of the mail service than came to the Libraries in person for photocopied materials.

Table B-3

PATRON STATUS OF RESPONDENTS
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Student	23.7%	2.9%
College or university faculty member	9.1	8.3
Schoolteacher	4.0	1.1
Employed by non-profit organization	5.5	2.6
Self-employed professional	14.2	6.9
Government employee (not teacher or military)	2.4	5.7
Proprietor of own business	2.9	1.6
Employed by private company or firm	31.3	69.1
Retired or unemployed	2.4	0.4
Housewife	2.6	0.8
Member of the armed forces	0.2	0.1
Other	1.8	0.5

Respondents:	959 and	835
N.A.:	52	8
Total	1,011	843

Academic Affiliation

Students and faculty members were also asked to identify the academic institution with which they are affiliated. Table B-4 on the following page indicates that patrons associated with public institutions of higher education in New York State were less likely to use the photo walk-in service than those affiliated with all of the specified private universities or "all other institutions." However, when individually named schools are considered, those from undergraduate branches of CUNY and N.Y.U. were more likely to use this service while those from Rutgers, L.I.U. and Fordham were least likely to make use of it. Among users of the photo mail service, the academic patrons are most likely to be associated with unspecified institutions. This is not unexpected since most of these schools are probably located outside of New York City. Consequently, in person access to The Research Libraries is more difficult and as an alternative these patrons utilize the photo mail service.

Table B-5 on page B-8 presents the proportion of faculty members, and students from each of the schools using the walk-in photo service.[3] In every case the majority of patrons from each institution (or combination) was students rather than faculty members.

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[3] The number of faculty and students using the mail service is too few to permit reliable results when they are distributed by school.

Table B-4

INSTITUTIONAL AFFILIATION OF ACADEMIC PATRONS
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In*		Photo Mail	
	Percent of Responding Students and Faculty	Percent of Total Sample	Percent of Responding Students and Faculty	Percent of Total Sample
All New York public institutions: total	26.6%	7.4%	9.8%	1.3%
CUNY (Graduate Division)	3.2	0.9	0.9	0.1
CUNY (other)	20.6	5.7	6.3	0.8
SUNY	2.8	0.8	2.6	0.4
Specified private institutions: total	36.2%	10.1%	10.7%	1.4%
Columbia	11.7	3.3	3.6	0.5
Fordham	2.1	0.6	0.0	0.0
L.I.U.	2.1	0.6	0.9	0.1
N.Y.U.	16.4	4.5	3.6	0.5
St. John's	3.2	0.9	0.9	0.1
Rutgers	0.7	0.2	1.7	0.2
All other institutions: total	38.1%	10.6%	79.3%	10.6%

	Photo Walk-In	Photo Mail
Respondents:	281 and	112
N.A.:	730	731
Total	1,011	843

*Since some photo walk-in respondents are affiliated with more than one school, total exceeds 100%.

Student users were asked to report whether they attended school full time or part time and whether they were residents or commuters. Table B-6 on page B-9 shows that more than three-quarters (78%) of student respondents using the photo walk-in service were pursuing their academic work full time and almost two-thirds were commuters. Students using photo mail were more evenly divided: 47% were full-time students and 53% were part-time.

Table B-5

INSTITUTIONAL AFFILIATION OF RESPONDING STUDENTS AND FACULTY[a]
THE PHOTOGRAPHIC SERVICE

	PHOTO WALK-IN					
	Percent Who Are Students	Percent of Total Students	Percent of Total Sample	Percent Who Are Faculty	Percent of Total Faculty	Percent of Total Sample
CUNY and SUNY	76.7%	27.9%	5.5%	26.0%	23.8%	1.9%
N.Y.U.	71.7	16.4	3.3	28.3	16.2	1.3
Columbia	81.8	13.4	2.7	18.2	7.5	0.6
Fordham, L.I.U., St. John's, Rutgers	56.5[b]	6.5	1.3	43.4[b]	12.5	1.0
All other institutions	67.3	35.8	7.1	32.7	43.8	3.5

Student respondents:	201
Faculty respondents:	80
N.A. institution:	678
N.A. status:	14
N.A. both:	38
Total	1,011

[a] Response exceeds 100% because some faculty are affiliated with more than one school. It is not known whether these individuals teach at one school while registered as a student at another or whether they teach at more than one school.

[b] The number of cases is small and percentage figures must be used with caution.

This specific question was asked on the photo walk-in questionnaire used during the first half of the study. During the last part of the survey, this question was changed to ask students which library they used more often--their own college library or The Research Libraries and which was more convenient.[4] These data are shown in Table 7, on the following page. Half of the responding patrons using the photo walk-in service indicated that their own college library is more convenient than

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[4] The first photo mail questionnaire only asked the student respondent to indicate whether he was a full-time or part-time student (and not whether he was a resident or commuter student). This question was not changed when this questionnaire was reprinted.

Table B-6

STUDENT STATUS
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail[a]
Full-time	79.6%	46.8%
Part-time	20.4	53.2
Commuter[a]	65.1	-[b]
Resident[a]	34.9	-[b]
Status:		
Respondents:	108 and	47
N.A.:	903	796
Total	1,011	843
Residence:		
Respondents:	43	-[b]
N.A.:	968	-[b]
Total	1,011	-[b]

a The number of cases is small and percentage figures must be used with caution.

b Question not included on the photo mail questionnai

Table B-7

FREQUENCY OF USE AND CONVENIENCE OF
THE RESEARCH LIBRARIES AND OWN COLLEGE LIBRARY
THE PHOTOGRAPHIC SERVICE

Photo Walk-In

Use own college library more frequently	41.7%
Use The Research Libraries more frequently	38.8
Use both equally often	19.4
Respondents:	139
N.A.	0
Total*	139

College library more convenient	49.6%
The Research Libraries more convenient	32.3
Both equally convenient	18.0
Respondents:	133
N.A.:	0
Total*	133

*Only those questionnaires where this question was completed are recorded. The N.A.'s are not reported because the question was not used throughout the entire survey.

than The Research Libraries. Even so, 8% of these patrons use The Research Libraries more often or equally as often as their college library.

Occupational Fields

Respondents were asked to indicate their occupational field or, if they were students, their intended career field from the 32 alternatives listed in Table B-8. Faculty members were asked to indicate their field of teaching.[5] This table presents the distribution of responding patrons in each of the categories as well as for the eight more general fields of humanities, business and commerce, sciences, creative arts, law, social sciences, administration, and "other." More than one quarter of the photo walk-in patrons are in the humanities (27%) while slightly less are in business and commerce (23%). In contrast to this, almost half of the photo mail patrons are in the general category of sciences (48%). In this group, the single occupation with the largest proportion of patrons is "physical sciences, math" with 27% of all photo mail respondents. Comparing the other five broad categories, individuals in the creative arts and social sciences were somewhat more likely to use the photo walk-in service than the photo mail service. Patrons whose occupations were categorized as law, administration, or "other" were no more likely to use one service than the other.

Table B-8

OCCUPATIONAL OR RESEARCH FIELD OF RESPONDENT
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Humanities	27.3%	18.8%
Education	9.6%	2.1%
Humanities	10.3	3.9
Journalism	3.1	0.4
Library science	2.7	12.2
Religion, theology	0.3	0.2
Social work, recreation	1.3	0.0

(continued on following page)

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[5] For the second printing of the questionnnire, used during the last half of the summer sample and all of the fall sample, another category "skilled or unskilled work," was added to both questionnaires. No respondent of either service indicated that this was his occupational field.

Table B-8
(continued)

	Photo Walk-In	Photo Mail
Business and Commerce	22.5%	9.6%
Advertising, public relations	4.4%	0.4%
Accounting	0.5	0.1
Banking, finance	3.1	0.1
Clerical, secretarial	1.7	0.9
Communications, radio, TV	1.4	0.4
Marketing, market research	3.9	2.1
Publishing, printing	5.7	4.8
Real estate, insurance	0.5	0.2
Sales: retail, wholesale	1.3	0.6
Sciences	13.2%	48.2%
Biological sciences	1.6%	4.1%
Engineering	7.4	17.4
Health professions	0.8	0.2
Physical sciences, math	3.4	26.5
Creative Arts	11.6%	4.5%
Graphic or fine arts	3.3%	1.3%
Performing arts	1.4	1.3
Writing	6.9	1.9
Law	9.3%	11.7%
Social Services	8.6%	3.3%
Demography	0.1%	0.2%
Psychology	2.3	1.1
Social sciences	6.2	2.0
Administration	4.6%	3.5%
College or university administration	0.7%	0.2%
Industrial relations, personnel	0.3	0.2
Management	3.2	3.0
Public administration	0.4	0.1
Other	2.9%	0.4%
Architecture, city planning	2.5%	0.2%
Foreign service	0.4	0.2
Skilled or unskilled work	0.0	0.0

Respondents:	918	and	820
N.A.:	93		23
Total	1,011		843

Which of these fields are the academic patrons in? In which field are users from other status categories? Table B-9 examines the occupational fields of patrons in those status groups most heavily represented among users of the two photo services. Student and faculty respondents for both the photo walk-in and photo mail services are more likely to be in the humanities than in other fields. Self-employed professionals using the walk-in service are likely to be in the creative arts but those using the mail service are overwhelmingly in law. Walk-in patrons in private business are far more likely to be in business or commercial fields than mail users who are more likely to be in the sciences.

Table B-9

OCCUPATIONAL FIELD OF PATRONS IN DIFFERENT STATUS CATEGORIES[a] THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Student		
Sciences	16.0%	19.0%[c]
Social sciences	19.7	14.3 [c]
Humanities	34.3	52.4 [c]
Creative arts	6.1	9.5 [c]
Business/commerce	7.0	0.0 [c]
Law	9.9	0.0 [c]
Faculty		
Sciences	8.9%	14.5%
Social sciences	15.2	17.4 [c]
Humanities	62.0	52.2
Creative arts	7.6	14.5
Business/commerce	1.3	0.0
Law	0.0	0.0
Self-Employed Professional		
Sciences	13.9%	1.8%
Social sciences	3.3	3.5 [c]
Humanities	12.3	0.0
Creative arts	38.5	21.1
Business/commerce	13.9	3.5
Law	9.0	70.2
Private Business[b]		
Sciences	14.6%	58.8%
Social sciences	1.4	0.2 [c]
Humanities	10.8	14.5
Creative arts	4.6	1.4
Business/commerce	47.1	11.6
Law	13.7	9.3

Respondents:	882	and	814
N.A. status:	36		6
N.A. field:	77		21
N.A. both:	16		2
Total	1,011		843

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[a] Categories omitted have too few cases for reliable results. Because of omissions, totals do not reach 100%.

[b] Private business combines the answers, "proprietor of your own business" and "employed by private company or firm."

[c] The number of cases is small and percentage figures must be used with caution.

Education Level

All respondents were asked to indicate the highest academic degree they held at the time they filled out the questionnaire. Table B-10 reports the data and shows that 69% of the users of the mail service hold an advanced degree as contrasted to 44% of the walk-in patrons. Knowing this one can anticipate the distribution of lower degrees; more of the patrons using photo walk-in hold a bachelor's degree or a degree below the bachelor's than those users patronizing the photo mail service.

Table B-10

HIGHEST DEGREE HELD BY RESPONDENTS
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Doctorate	11.6%	27.7%
Master's degree	23.2	27.4
Professional degree	9.6	13.6
Bachelor's degree	35.7	26.5
Associate or community college diploma	4.8	1.7
Degree below community college level	15.1	3.1

Respondents	926 and	815
N.A.:	85	28
Total	1,011	843

Who are the holders of advanced and lower degrees? Table B-11 on the following page presents patron status by education level. As might be expected, in both studies the group with the highest proportion of doctorates is made up of faculty members. Photo walk-in users in the three business categories--employed by non-profit organization, self-employed professional, and employed by private firm--are most likely to hold the bachelor's than any other degree, although many in the first two categories hold advanced degrees. The largest single group of students hold a bachelor's degree although substantial numbers hold a degree below bachelor's or a master's.

In contrast, self-employed professionals using the photo mail service are most likely to hold a professional degree. This, of course, reflects our earlier finding that a great number of these individuals are lawyers (see Table B-9). While two-thirds of the users patronizing photo mail who are employees of private firms hold advanced degrees, two-thirds of this same group using photo walk-in hold a bachelor's degree or lower.

To summarize, those patrons using photo mail are more likely to have attained a higher level of formal education than those using the photo walk-in service.

Table B-11

HIGHEST DEGREE HELD BY PATRONS
IN DIFFERENT STATUS CATEGORIES
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Doctorate		
Student	1.0%	0.0%[b]
Faculty	70.1	62.3
Employed by non-profit organization	12.2	27.8 [b]
Self-employed professional	12.6	3.7
Employed by private firm	4.5	27.9
Master's Degree		
Student	27.1%	57.1%[b]
Faculty	17.2	30.4
Employed by non-profit organization	18.4	33.3 [b]
Self-employed professional	26.8	14.8
Employed by private firm	14.2	27.9
Professional Degree		
Student	2.4%	0.0%[b]
Faculty	4.6	2.9
Employed by non-profit organization	14.3	16.7 [b]
Self-employed professional	18.1	63.0
Employed by private firm	14.6	11.5
Bachelor's Degree		
Student	38.6%	33.3%[b]
Faculty	6.9	4.3
Employed by non-profit organization	40.8	11.1 [b]
Self-employed professional	29.1	14.8
Employed by private firm	46.5	28.0
Degree Below Bachelor's		
Student	30.9%	9.6%[b]
Faculty	1.1	0.0
Employed by non-profit organization	14.3	11.1 [b]
Self-employed professional	13.4	3.7
Employed by private firm	20.1	4.7

Respondents:	898 and	811
N.A. degree:	61	24
N.A. status:	28	4
N.A. both:	24	4
Total	1,011	843

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a Categories omitted have too few cases for reliable results.

b The number of cases is small and percentage figures must be used with caution.

Is there any evidence that patrons with advanced degrees are in certain occupational fields? Do patrons with BA's or lower degrees tend to be in particular fields? Table B-12 indicates that a majority of the photo mail patrons in all fields have an advanced degree except for those in business and commerce. The bulk of those who do not have an advanced degree have at least a bachelor's, and it is in this category that the largest single group of business and commerce patrons are found. A minority of these patrons have a degree below the bachelor's.

Photo walk-in patrons follow the same trend, but to a lesser degree: More of those in each field have an advanced degree than some other degree, and those with a degree below the bachelor's are a minority. Again business and commerce patrons are the exceptions: the largest single group have a bachelor's, and the smallest single group have an advanced degree.

Table B-12

HIGHEST DEGREE HELD BY PATRONS IN DIFFERENT OCCUPATIONAL FIELDS[a] THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Advanced Degree[b]		
Sciences	44.5%	73.3%
Social sciences	56.2	55.5 [c]
Humanities	53.5	70.2
Creative arts	45.6	60.0
Business/commerce	22.4	32.4
Administration	40.0	51.8 [c]
Law	59.5	89.9
Bachelor's Degree		
Sciences	36.4%	25.6%
Social sciences	26.0	40.7 [c]
Humanities	33.2	21.2
Creative arts	37.0	34.3
Business/commerce	47.2	48.7
Administration	45.0	44.8 [c]
Law	21.5	6.7

(continued on following page)

Table B-12
(continued)

	Photo Walk-In	Photo Mail
Degree Below Bachelor's		
Sciences	19.1%	1.1%
Social sciences	17.8	3.7 c
Humanities	13.3	8.6
Creative arts	17.4	5.7
Business/commerce	30.4	18.9
Administration	15.0	3.4 c
Law	19.0	3.4

Respondents:	857 and	803
N.A. degree:	61	17
N.A. field:	69	12
N.A. both:	24	11
Total	1,011	843

a Fields omitted have too few cases for reliable results.
b All advanced degrees include doctorate, master's and professional degrees.
c The number of cases is small and percentage figures must be used with caution.

Student respondents were asked to indicate what degrees they are working toward. Table B-13 sets forth the data and shows that more users of the photo mail service were candidates for advanced degrees--especially the doctorate and master's--than users of photo walk-in. Necessarily, more users of photo walk-in were preparing for a bachelor's or lower degree.

Table B-13

EXPECTED DEGREE OF RESPONDING STUDENTS*
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In		Photo Mail	
	Percent of Responding Students	Percent of Total Sample	Percent of Responding Students	Percent of Total Sample
All advanced degrees	66.4%	17.8%	89.5%	5.1%
Doctorate	32.8%	8.8%	56.2%	3.2%
Master's degree	23.6	6.3	33.3	1.9
Professional degree	10.0	2.7	0.0	0.0
Other degrees	33.6%	9.0%	10.5%	0.6%
Bachelor's degree	27.7%	7.4%	6.3%	0.4%
Associate degree	0.7	0.2	0.0	0.0
None of the above	5.2	1.4	4.2	0.2

Respondents:	271 and	48
N.A.:	740	795
Total	1,011	843

*Sixty-three photo walk-in respondents and 16 photo mail respondents indicated that they were expecting a degree even though they did not give their status as "student." (See Table B-14).

Although the question of expected degree was directed to students, users who had given other status categories also responded. This is shown in Table B-14. Only the number of users working toward all degrees is given because of the small number of patrons in categories other than "student." Among photo walk-in users all status groups except "proprietor of own business" and "retired or unemployed" have respondents preparing for academic degrees. The data for photo mail show that in addition to students and faculty, only three other categories--schoolteacher, government employee and employed by private firm--have users working toward degrees.

Table B-14

STATUS CATEGORIES OF PATRONS EXPECTING DEGREES
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In		Photo Mail	
	Number	Percent of Total Sample	Number	Percent of Total Sample
Student	200	19.8%	23	2.7%
Faculty	20	2.0	9	1.1
Schoolteacher	8	0.8	2	0.2
Employed by non-profit organization	2	0.2	0	0.0
Self-employed professional	4	0.4	0	0.0
Government employee	3	0.3	8	0.9
Employed by private firm	20	2.0	6	0.7
Housewife	2	0.2	0	0.0
Armed forces	1	0.1	0	0.0
Other	3	0.3	0	0.0

Respondents:	263	and	48
N.A. degree:	696		787
N.A. status:	8		0
N.A. both:	44		8
	1,011		843

Students were asked to indicate their intended career field when responding to the question on occupational field. What fields are these responding students planning to enter? Table B-15 on the following page presents the data. Those students intending to enter the field of humanities and creative arts (although the number of cases is small) are more likely than others to be working toward an advanced degree while those planning to go into business and commerce (again, the number of cases is small) are more likely to be aiming for a bachelor's. The data are presented only for users of the photo walk-in service, because the number of students using the mail service is so small.

Table B-15

EXPECTED DEGREE OF RESPONDING STUDENTS WITH DIFFERENT INTENDED OCCUPATIONAL FIELDS THE PHOTOGRAPHIC SERVICE[c]

	Doctorate		Master's Degree		Professional Degree[a]		Bachelor's Degree		Degree Below Bachelor's[a]	
	Percent of Field	Percent of Sample	Percent of Field	Percent of Sample	Percent of Field	Percent of Sample	Percent of Field	Percent of Sample	Percent of Field	Percent of Sample
Sciences	23.3%	0.7%	23.3%	0.7%	10.0%	0.3%	40.0%	1.2%	3.3%	0.1%
Social sciences	42.9	2.1	24.5	1.2	2.0	0.1	22.4	1.1	8.1	0.4
Humanities	45.0	4.5	27.0	2.7	5.0	0.5	20.0	2.0	3.0	0.3
Creative arts[a]	40.0	0.6	33.3	0.5	0.0	0.0	26.7	0.4	0.0	0.0
Business/commerce[a]	8.7	0.2	4.3	0.1	21.7	0.5	56.5	1.3	8.7	0.2
Administration[a]	0.0	0.0	25.0	0.2	37.5	0.3	37.5	0.3	0.0	0.0
Law[a]	11.1	0.3	3.7	0.1	29.6	0.8	40.7	1.1	14.8	0.4
Other[a,b]	0.0	0.0	62.5	0.5	25.0	0.2	0.0	0.0	12.5	0.1

Respondents:	260
N.A. degree:	658
N.A. field:	11
N.A. both:	82
Total	1,011

a The number of cases is small and percentage figures must be used with caution.
b Includes architecture, city planning, foreign service.
c Includes data for photo walk-in only.

Where do these students go to school? Do students from certain schools tend to be preparing for undergraduate degrees or advanced dedegrees? Table B-16 on the following page shows that more students at SUNY and CUNY are undergraduates while a great majority of students in all other categories are seeking advanced degrees. Because of the small number of student users, the data for the photo mail services are not given.

Place of Residence and Employment

Where do the users who use the photo services of The New York Public Library Research Libraries live and work? Table B-17 on page B-21 shows that most of the photo walk-in users live in New York City (64%) and, as would be expected, most of the photo mail users live in other states (68%).

Even more of the respondents work in New York City than live there. Table B-18 on page B-22 shows a familiar pattern of employment concentration in the city and its environs as contrasted with a less concentrated residential pattern. The use of the two services follows that already reported for residence: most of the walk-in users work in New York City (79%) and most of the mail users work in other states (65%).

The data on places of residence and employment include only those patrons who returned questionnaires. However, because materials were sent to all users of the photo mail service, an address was available for non-responding as well as responding patrons. From the orders placed during the spring survey, a record was made of the place to which materials were sent for non-responding users and for those users whose requests were cancelled. This supplementary tabulation is presented in Table B-19 on page B-23. The majority of patrons whose order was cancelled are from states other than New York and New Jersey. Of those receiving materials, but not returning questionnaires, about one-third are from New York City and another third are from "other states."

Is there a relationship between a patron's status and his place of residence or employment? For both the photo mail and the photo walk-in services the group more likely than others to live outside of New York City and surrounding states is faculty. Among the other users of the photo walk-in, those individuals who are self-employed professionals are more likely to live in New York City than others and those who are employed by non-profit organizations are more likely to live in surrounding states. In contrast, photo mail users who are self-employed professionals tend to live outside of New York City. The largest single group of photo mail users employed by a private company or firm live in New Jersey, Connecticut or Pennsylvania. Table B-20 on page B-23 presents these data.

A separate analysis, not presented here, shows the same relationship between patron status and place of employment.

Table B-16

EXPECTED DEGREE OF PATRONS WITH VARIOUS INSTITUTIONAL AFFILIATIONS THE PHOTOGRAPHIC SERVICE[a]

	Doctorate		Master's Degree		Professional Degree[b]		Bachelor's Degree		Degree Below Bachelor's[b]	
	Percent from School	Percent of Total Sample	Percent from School	Percent of Total Sample	Percent from School	Percent of Total Sample	Percent from School	Percent of Total Sample	Percent from School	Percent of Total Sample
CUNY and SUNY	20.0%	1.2%	13.3%	0.8%	8.3%	0.5%	50.0%	3.0%	3.3%	0.5%
Columbia[b]	44.4	1.2	33.3	0.9	3.7	0.1	18.5	0.5	0.0	0.0
NYU	63.4	2.6	22.0	0.9	7.3	0.3	4.9	0.2	2.4	0.1
Fordham, LIU, St. John's, Rutgers	26.7	0.4	20.0	0.3	33.3	0.5	20.0	0.3	0.0	0.0
All other institutions	30.0	2.4	26.3	2.1	10.0	0.8	26.3	2.1	0.0	0.0

Respondents:	221
N.A. degree:	61
N.A. institution	50
N.A. both:	679
Total	1,011

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[a] Includes data for photo walk-in only. Where totals do not reach 100%, the remainder specified "none of these."

[b] The number of cases is small and percentage figures must be used with caution.

Table B-17

PLACE OF RESIDENCE OF RESPONDENTS
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
New York City	68.0%	15.1%
Manhattan	42.5%	8.3%
The Bronx	5.3	1.3
Brooklyn	8.5	2.0
Queens	11.0	3.1
Staten Island	0.7	0.4
Other New York State Counties	12.2%	17.1%
Nassau and Suffolk	5.3%	3.5%
Westchester	5.3	5.5
Ramapo Catskill counties	1.3	2.8
All other counties	0.3	5.3
Other States	19.8%	67.7%
New Jersey		
Metropolitan New York area	6.9%	16.1%
Other New Jersey	3.0	10.0
Connecticut	2.1	6.2
Pennsylvania	1.0	4.2
All other states	6.8	31.2

Respondents:	986 and	836
N.A.:	25	7
Total	1,011	843

Table B-18

PLACE OF EMPLOYMENT FOR RESPONDENTS
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
New York City	79.0%	23.0%
Manhattan	67.8%	19.5%
The Bronx	2.4	0.5
Brooklyn	5.5	1.5
Queens	3.1	1.3
Staten Island	0.2	0.2
Other New York State Counties	5.6%	12.3%
Nassau and Suffolk	3.3%	2.0%
Westchester	1.2	2.7
Ramapo Catskill counties	0.7	2.5
All other counties	0.4	5.1
Other States	15.5%	64.7%
New Jersey Metropolitan New York area	3.8%	14.5%
Other New Jersey	1.7	9.6
Connecticut	1.1	5.2
Pennsylvania	1.1	4.0
All other states	7.8	31.4

Respondents:	836 and	815
N.A.:	175	28
Total	1,011	843

Table B-19

ADDRESS TO WHICH MATERIALS WERE SENT FOR NON-RESPONDING PATRONS THE PHOTOGRAPHIC SERVICE*

	Mailed Orders (N=355)	Cancelled Orders (N=66)
New York City	30.3%	15.2%
New York State	12.7	12.1
New Jersey	18.9	13.6
Other states	31.3	54.5
Foreign countries	6.8	4.5

*Includes data for spring photo mail only.

Table B-20

PLACE OF RESIDENCE FOR PATRONS IN DIFFERENT STATUS CATEGORIES[a] THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
New York City		
Student	69.6%	8.3%[b]
Faculty	51.1	11.6
Employed by non-profit organization	63.5	19.0 [b]
Self-employed professional	74.0	24.6
Employed by private firm	68.9	14.3
Other New York State		
Student	12.5%	16.7%[b]
Faculty	16.3	14.5
Employed by non-profit organization	7.7	4.8 [b]
Self-employed professional	9.9	22.8
Employed by private firm	13.5	18.5
New Jersey, Connecticut, Pennsylvania		
Student	12.5%	16.7%[b]
Faculty	9.3	7.2
Employed by non-profit organization	21.1	19.0 [b]
Self-employed professional	9.9	19.3
Employed by private firm	13.5	42.9

(continued on following page)

Table B-20
(continued)

	Photo Walk-In	Photo Mail
Other		
Student	5.4%	58.3%[b]
Faculty	23.3	66.7
Employed by non-profit organization	7.7	57.2[b]
Self-employed professional	6.1	33.3
Employed by private firm	4.1	24.3

Respondents:	941 and	829
N.A. residence:	18	6
N.A. status:	45	7
N.A. both:	7	1
Total	1,011	843

[a] Status categories omitted have too few cases for reliable results.

[b] The number of cases is small and percentage figures must be used with caution.

Method of Paying for Orders

The Photographic Service requires that all quick-copy orders be paid for in cash. Other arrangements are available to users of the photo mail service and to patrons placing call orders. An individual or organization may open a deposit account and charge the cost of his mail or call order against this account. A minimum balance of $25.00 must be maintained in all accounts. The libraries of colleges and universities may apply for a billing account, in which case, no deposit or minimum balance is required.

All call and mail orders (including cancelled orders) placed during the spring sampling were examined to determine the number of patrons who had used accounts and the number who had paid cash. Table B-21 on the following page shows that the photo mail service is used largely by holders of deposit or billing accounts. Call orders, on the other hand, are more likely to be paid for with cash.

What were the purposes in using the photo mail service of those patrons who used a deposit or billing account? Table B-22 also on the following page reports the results from matching all but 19 of the completed spring questionnaires for photo mail with their orders. The vast majority of users who were requesting photo copy in connection with their job is associated with an organization that maintains an account with the Libraries.

Table B-21

METHOD OF PAYING FOR PHOTO COPY ORDERS*
THE PHOTOGRAPHIC SERVICE

	Total Orders	Deposit or Billing Account
Mailed orders	623	85.1%
Cancelled orders	66	95.5
Call orders	60	33.3

*Orders reported are all those placed during spring survey dates except for quick-copy which must be paid for in cash.

Table B-22

USE OF DEPOSIT OR BILLING ACCOUNT BY PATRONS WITH DIFFERENT PURPOSES
THE PHOTOGRAPHIC SERVICE[a]

	Number of Orders[b]	Maintain Account
Job connected purpose	266	93.2%
Academic, individual research, personal interest	39	46.2

Respondents:	265
N.A. purpose:	3
Total	268

[a] Data are derived from 268 matching orders and questionnaires from the spring survey for photo mail service.

[b] Because of multiple responses, 265 respondents cited 305 purposes.

Are patrons in certain fields more likely to make use of an account? Table B-23 on the following page presents the data showing that 90% or more of the respondents in the fields of law (although the number of cases is small), sciences, and humanities used an account to cover the cost of their photo copy order.

Table B-23

USE OF DEPOSIT OR BILLING ACCOUNT BY PATRONS IN DIFFERENT OCCUPATIONAL FIELDS THE PHOTOGRAPHIC SERVICE[a]

	Number of of Orders	Maintain Account
Sciences	124	93.5%
Social sciences	3[b]	33.3
Humanities	60	90.0
Creative arts	15[b]	46.7
Business/commerce	21[b]	76.2%
Administration	9[b]	66.7
Law	27[b]	96.3
Other	1[b]	100.0
	Respondents:	260
	N.A. field:	8
	Total	268

[a] Data are derived from 268 matching orders and questionnaires from the spring survey of photo mail patrons.

[b] The number of cases is small and percentage figures must be used with caution.

Sources of Support

Patrons of both photographic services were asked if they knew that private benefactors are the major sources of financial support for The Research Libraries of The New York Public Library. Table B-24 on the following page shows slightly more than half (51%) of the photo walk-in respondents and one-third (37%) of the photo mail respondents were aware of this fact.

Are patrons in certain status categories more or less likely to know how the Libraries are supported? Table B-25 also on the following page indicates that, among users of both photo services, those who are self-employed professionals or faculty members at colleges and universities are more likely than others to know of the Libraries' sources of support.

Table B-24

KNOWLEDGE THAT FINANCIAL SUPPORT OF THE LIBRARIES IS FROM PRIVATE SOURCES
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Know of support	51.4%	36.5%
Do not know of support	48.6	63.5
Respondents:	972	and 819
N.A.:	39	24
Total	1,011	843

Table B-25

KNOWLEDGE OF LIBRARIES' SOURCES OF SUPPORT BY PATRONS IN DIFFERENT STATUS CATEGORIES
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Student	42.9%	17.4%[a]
Faculty	67.1	47.1
Schoolteacher	50.0	22.2[a]
Employed by non-profit organization	47.1	33.3[a]
Government employee	43.5[a]	23.9
Self-employed professional	67.7	63.2
Employed by private firm	47.1	34.9
All other[b]	52.1	35.7
Respondents:	940	and 814
N.A. support:	32	5
N.A. status:	19	21
N.A. both:	20	5
Total	1,011	843

a The number of cases is small and percentage figures must be used with caution.

b Includes: retired or unemployed, proprietor of own business, housewife, armed forces, other.

An analysis of patrons' knowledge of the Libraries' financial support by place of residence shows that the closer the respondent lives to the Libraries, the more likely he is to know how it is funded. This relationship is true for the users of both services but is more pronounced for photo mail. Table B-26 indicates that respondents using the photo walk-in services are more likely to know that private benefactors are the major service of support than photo mail users. Although the data are not presented, the same is true when patrons' knowledge of financial support is examined by place of employment.

Table B-26

KNOWLEDGE OF LIBRARIES' SOURCES OF SUPPORT BY PATRONS LIVING IN DIFFERENT PLACES THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
New York City	53.8%	53.7%
Other New York State	52.1	47.2
Outside New York State	43.1	29.6

Respondents:	956 and	813
N.A. residence:	16	6
N.A. support:	30	23
N.A. both:	9	1
Total	1,011	843

Those individuals who used a deposit account to pay for their photo copying were no more aware than others of the Libraries' sources of support, as shown in Table B-27.

Table B-27

KNOWLEDGE OF LIBRARIES' SOURCES OF SUPPORT BY PATRONS USING DIFFERENT METHODS OF PAYMENT THE PHOTOGRAPHIC SERVICE *

	Number of Cases	Percent Knowledgeable
Deposit account order	225	38.2%
Cash order	34	35.3

Respondents:	259
N.A. support:	9
Respondents not sampled:	575
Total	843

*Question is not applicable to photo walk-in patrons.

PATTERNS OF USE OF THE PHOTOGRAPHIC SERVICE

The section which follows reports the questionnaire results for the ways respondents use the Photographic Service of The Research Libraries. It describes the purpose in requesting materials, the types of materials used, staff assistance, divisions of the Libraries supplying material, usefulness of the material, other libraries tried before coming to The Research Libraries, reason for using these services and frequency of use of the Photographic Service. In addition, data on the type of service used, number of items requested and the uniqueness of the materials ordered, which were gathered by examining the orders from the spring sample, are also included.

Frequency of Use

Respondents were asked to indicate from the following lists how often they used the photo services.

Photo Walk-In	Photo Mail
This is my first or second time	This is my first or second time
Daily or several times a week	Daily or several times a week
Weekly or several times a month	Weekly or several times a month
About once a month	About once a month
Less often	Less often
	Don't know[6]

As shown in Table B-28 on the following page, the majority of photo walk-in respondents (51%) were using this service for the first or second time while patrons of photo mail are more likely to make use of this service several times a month (30%), or about once a month (22%).

Respondents were asked to indicate whether they had completed a questionnaire on a previous visit. About 10% of the users of both services filled out more than one questionnaire, as shown in Table B-29 also on the following page.

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[6] Many of the patrons in private industry work for a company that has a library. In these cases, the corporate librarian gets the needed material for the patron and he may or may not know how ofen the librarian uses a particular library to obtain the material he needs. Since the patron, not the corporate librarian, was asked to complete the questionnaire, this alternative was added for the second printing of the photo mail questionnaire.

Table B-28

FREQUENCY OF ORDERING THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail*
First or second time	50.6%	20.0%
Daily or several times a week	5.5	9.2
Weekly or several times a month	11.6	30.0
About once a month	13.0	21.7
Less often	19.3	19.1
Respondents:	990 and	794
N.A.	21	49
Total	1,011	843

*A sixth alternative, "don't know," did not appear on the photo walk-in questionnaire and was included only on the second printing of the photo mail questionnaire which was used for part of the summer survey and all of the fall survey. Of those respondents who had an opportunity to do so, 3.9% indicated this choice.

Table B-29

RESPONDENT COMPLETED MORE THAN ONE QUESTIONNAIRE THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Previous respondent	9.2%	9.9%
Respondents:	980 and	822
N.A.	31	21
Total	1,011	843

Do patrons in certain fields of work use the photo services more often than others? Table B-30 on the following page indicates that those individuals using photo walk-in, no matter what their field, are likely to be making their first or second visit to the Libraries. The only exception is users in the creative arts who are the most likely group to be regular and frequent users among those patronizing the walk-in service.

Among photo mail patrons, those in law are least likely to be using this service for the first or second time and are more likely to be regular and frequent users ("daily or weekly" and "about once a month"). In direct contrast to the photo walk-in patrons, users of the mail service who are in the creative arts are the most likely group to be writing in for the first or second time. Patrons with occupations that are included in the category of humanities represent the largest single group (54%) of users who write in for photo copy several times a week or several times a month.

Table B-30

FREQUENCY OF USE BY
PATRONS IN DIFFERENT OCCUPATIONAL FIELDS[a]
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
First or Second Time		
Sciences	55.9%	17.4%
Social sciences	51.9	40.8[c]
Humanities	50.6	21.9
Creative arts	36.9	52.7
Business/commerce	53.1	27.5
Law	54.7	3.1
Daily or Weekly[b]		
Sciences	10.8	38.0
Social sciences	14.3	3.7[c]
Humanities	17.2	53.6
Creative arts	24.2	13.9
Business/commerce	18.1	34.2
Law	19.1	50.0
About Once a Month		
Sciences	13.3	25.3
Social sciences	16.9	11.1[c]
Humanities	12.9	9.9
Creative arts	17.5	5.6
Business/commerce	13.2	21.9
Law	3.6	31.3
Less Often		
Sciences	20.0	19.3
Social sciences	16.9	44.4[c]
Humanities	19.3	14.6
Creative arts	21.4	27.8
Business/commerce	15.6	16.4
Law	22.6	15.6

Respondents:	906	and	773
N.A. frequency:	12		47
N.A. field:	84		21
N.A. both:	9		2
Total	1,011		843

[a] Occupational fields omitted have too few cases for reliable percentages.

[b] Combines responses for "daily or several times a week" and "weekly or several times a month."

[c] The number of cases is small and percentage figures must be used with caution.

Do patrons holding advanced degrees use the library more or less frequently than others? Table B-31 indicates that among individuals using the photo walk-in service, generally the higher the degree held the less likely the patron is coming for the first or second time. Patrons holding the doctorate are more likely than others to use the walk-in service frequently (i.e., "daily or weekly") while those with a master's degree are the most likely patrons to be infrequent users.

Table B-31

FREQUENCY OF USE BY
PATRONS HOLDING DIFFERENT ACADEMIC DEGREES
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
First or Second Time		
Doctorate	41.0%	13.6%
Master's degree	40.2	23.2
Professional degree	49.4	7.4
Bachelor's degree	53.2	29.3
Degree below bachelor's	64.3	25.7
Daily or Weekly*		
Doctorate	26.6	39.5
Master's degree	18.2	36.0
Professional degree	14.6	54.6
Bachelor's degree	16.3	32.8
Degree below bachelor's	12.1	43.6
About Once a Week		
Doctorate	14.3	25.8
Master's degree	17.8	24.2
Professional degree	10.1	24.1
Bachelor's degree	11.8	15.7
Degree below bachelor's	10.4	5.1
Less Often		
Doctorate	18.1	21.1
Master's degree	23.8	16.6
Professional degree	25.9	13.9
Bachelor's degree	18.7	22.2
Degree below bachelor's	13.2	25.6

Respondents:	921	and	769
N.A. degree:	5		25
N.A. frequency:	69		46
N.A. both:	16		3
Total	1,011		843

*Combines responses for "daily or several times a week" and "weekly or several times a month."

In contrast, the users of photo mail with professional degrees are the least likely group to be writing in for the first or second time and are more likely than others to make heavy use of this service.

Are patrons in certain status categories more prone than others to use the services frequently? Table B-32 presents the data which show that self-employed professionals tend to use the walk-in service somewhat more frequently than other groups, followed by faculty members. Employees of non-profit organizations and self-employed professionals tend to use the walk-in service least often, while students and those in private business are more likely than others to be coming to the photo service for the first or second time. In general, however, patrons in all status categories have material photocopied infrequently rather than frequently.

Table B-32

FREQUENCY OF USE BY
PATRONS IN DIFFERENT STATUS CATEGORIES[a]
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
First or Second Time		
Student	57.7%	78.3%[d]
Faculty	49.5	45.5
Employed by non-profit organization	46.2	5.0 [d]
Self-employed professional	33.3	17.2
Private business[b]	53.0	12.8
Daily or Weekly[c]		
Student	14.5	0.0 [d]
Faculty	21.8	12.1
Employed by non-profit organization	11.5	50.0 [d]
Self-employed professional	27.4	34.5
Private business[b]	16.8	46.5
About Once a Month		
Student	11.5	8.7 [d]
Faculty	9.2	13.6
Employed by non-profit organization	19.2	25.0 [d]
Self-employed professional	16.3	25.9
Private business[b]	12.8	23.8
Less Often		
Student	16.3	13.0 [d]
Faculty	19.5	28.8
Employed by non-profit organization	23.1	20.0 [d]
Self-employed professional	23.0	22.4
Private business[b]	17.4	16.9

Respondents:	955 and	787
N.A. frequency:	4	48
N.A. status:	35	7
N.A. both:	17	1
	1,011	843

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a Status categories omitted have too few cases for reliable percentages.

b Includes responses for "proprietor of your own business" and "employed by private company or firm."

c Combines responses for "daily or several times a week" and "weekly or several times a month."

d The number of cases is small and percentage figures must be used with caution.

Respondents who are employed by non-profit organizations (although the number of cases is small) and by private business tend to write in to the photo mail service more frequently than other groups.

Are the academic respondents from one school more likely than others to be regular and frequent users of the photo services at The New York Public Library Research Libraries? Table B-33 indicates that respondents affiliated with institutions other than those specified on the questionnaire are somewhat more likely to be using the photo walk-in service for the first or second time and are less likely to use it "about once a month."

Table B-33

FREQUENCY OF USE BY STUDENTS AND FACULTY WITH DIFFERENT INSTITUTIONAL AFFILIATIONS THE PHOTOGRAPHIC SERVICE[a]

	First or Second Time	Daily or Weekly[b]	About Once a Month	Less Often
CUNY and SUNY	51.3%	17.6%	16.2%	14.9%
Columbia	51.5	12.1	15.2	21.2
NYU	35.4	22.9	20.8	20.8
Fordham, LIU, St. John's, Rutgers[c]	54.2	12.5	16.7	16.7
All other institutions	63.0	17.6	3.7	15.7

Respondents:	282
N.A. frequency:	0
N.A. school:	708
N.A. both:	21
Total	1,011

[a] There were too few academic respondents to the photo mail questionnaire for reliable percentages and the data are not included.

[b] Combines responses for "daily or several times a week" and "weekly or several times a month".

[c] The number of cases is small and percentage figures must be used with caution.

The more frequently an individual makes use of the photo services the more likely it is that he will know the Libraries' sources of support. This relationship is true for patrons of both services and is shown in Table B-34 on the following page.

Table B-34

KNOWLEDGE OF LIBRARIES' SOURCES OF SUPPORT BY PATRONS MAKING FREQUENT AND INFREQUENT VISITS
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
First or second time	40.1%	14.7%
Daily or several times a week	71.7	54.3
Weekly or several times a month	68.4	45.7
About once a month	60.2	44.0
Less often	59.8	32.0

Respondents:	970 and	776
N.A. frequency:	2	43
N.A. support:	20	18
N.A. both	19	6
Total	1,011	843

Purpose in Using The Photographic Service

Users of both services were asked to indicate how they expected to use the materials they were having photocopied. If more than one alternative applied, they were directed to indicate more than one purpose. The majority (50%) of the respondents were using photo walk-in service in connection with their job while one-third (34%) needed the photo copies to assist them in academic work. The purposes given for photo mail orders are overwhelmingly job connected. These data are reported in Table B-35.

Table B-35

PURPOSE IN ORDERING MATERIALS[a]
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
To pursue academic work	34.2%	10.7%
Job connected		
To answer specific question related to business	–[b]	17.9
To locate general materials related to business	8.8	12.5
To undertake specific business project[c]	40.8	–[b]
In connection with research and development project[c]	–[b]	73.0
To pursue independent research	11.2	5.2
To pursue personal interest	14.1	3.8

Respondents:	933 and	814
N.A.:	18	29
Total	1,011	843

[a] Total exceeds 100% because of multiple responses.

[b] Question does not appear on this questionnaire.

[c] In succeeding tables, these two alternatives are equated and called "to undertake specific business project."

When we examine the purposes for which photo copy orders are intended by the status of patrons, the results are not unexpected. Table B-36 indicates that the student and faculty users of both photo services are more likely than others to need photo copy for academic work while patrons of both services from the business community (i.e., those employed by non-profit organizations, private firms, and self-employed professionals) are more likely to be ordering copies for job-related purposes (i.e., a specific business question or project, or general business materials). Among photo walk-in users, self-employed professionals are more likely than others to be pursuing individual research and those employed by non-profit organizations are more likely to be getting photo copies for personal interests. In contrast, faculty members are more likely to write in for materials in connection with independent research than others, while students are more likely to order photo copy for personal interest.

Table B-36

PURPOSE OF ORDERS MADE BY PATRONS IN DIFFERENT STATUS CATEGORIES[a] THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
To Pursue Academic Work		
Student	73.1%	87.0%[c]
Faculty	81.6	66.2
Employed by non-profit organization	7.7	13.6 [c]
Self-employed professional	12.5	0.0
Employed by private firm	6.4	1.1
To Undertake Specific Business Project		
Student	14.5	4.3 [c]
Faculty	12.6	23.5
Employed by non-profit organization	50.0	63.6 [c]
Self-employed professional	61.0	54.4
Employed by private firm	66.6	84.8
To Locate General Materials Related to Business		
Student	3.1	0.0 [c]
Faculty	4.6	0.0
Employed by non-profit organization	19.2	4.5 [c]
Self-employed professional	15.4	17.5
Employed by private firm	10.8	13.7
To Answer Specific Business Question		
Student	–[b]	0.0 [c]
Faculty	–[b]	2.9
Employed by non-profit organization	–[b]	9.1 [c]
Self-employed professional	–[b]	29.8
Employed by private firm	–[b]	20.8

(continued on following page)

Table B-36
(continued)

	Photo Walk-In	Photo Mail
To Pursue Independent Research		
Student	3.5%	4.3%[c]
Faculty	10.3	19.1
Employed by non-profit organization	7.7	9.1[c]
Self-employed professional	16.2	17.5
Employed by private firm	10.8	1.2
To Pursue Personal Interest		
Student	9.7	17.4[c]
Faculty	6.9	4.4
Employed by non-profit organization	28.8	0.0[c]
Self-employed professional	8.1	3.5
Employed by private firm	12.2	1.2

Respondents:	953	and	826
N.A. status:	40		6
N.A. purpose:	6		9
N.A. both:	12		2
Total	1,011		843

a Status categories omitted have too few cases for reliable results. Because of multiple responses, totals may exceed 100%.
b This alternative did not appear on the photo walk-in questionnaire.
c The number of cases is small and percentage figures must be used with caution.

Table B-37 on the following page shows the respondent's purpose in placing the order by different occupational fields. Among photo walk-in patrons, those in the social sciences are most likely to be ordering photo copy in connection with academic work while a large group of those in the humanities are as well. Users in the fields of law, and business and commerce tend to be getting materials for a business project. A large proportion of those in the sciences and creative arts also come for this same reason.

Users writing to the photo service who are in social sciences are most likely to be requesting copies as part of their academic work while those in science, business and commerce, and law are least likely to have this purpose. Instead these three groups (especially those in science and business) are more usually undertaking a specific business project as is also true of those in the humanities. Mail users in the creative arts are more likely than others to need photo copies in connection with independent research or a personal interest.

Table B-37

PURPOSE OF ORDERS MADE BY PATRONS IN DIFFERENT OCCUPATIONAL FIELDS[a] THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
To Pursue Academic Work		
Sciences	30.0%	3.8%
Social sciences	74.4	74.1[c]
Humanities	56.0	25.3
Creative arts	24.0	19.4
Business/commerce	6.9	1.3
Law	16.7	0.0
To Undertake Specific Business Project		
Sciences	40.8	86.2
Social sciences	16.7	51.9[c]
Humanities	21.2	61.0
Creative arts	48.1	44.4
Business/commerce	62.7	76.3
Law	67.9	60.6
To Locate General Materials Related to Business		
Sciences	10.8	15.1
Social sciences	5.1	7.4[c]
Humanities	6.0	6.5
Creative arts	6.7	5.6
Business/commerce	12.7	11.8
Law	7.1	14.9
To Answer Specific Business Question		
Sciences	-[b]	15.6
Social sciences	-[b]	14.8[c]
Humanities	-[b]	7.8
Creative arts	-[b]	5.6
Business/commerce	-[b]	23.7
Law	-[b]	45.7
To Pursue Independent Research		
Sciences	15.0	1.5
Social sciences	7.7	14.8[c]
Humanities	10.0	9.1
Creative arts	16.3	30.6
Business/commerce	8.3	3.9
Law	2.4	1.1

(continued on following page)

Table B-37
(continued)

	Photo Walk-In	Photo Mail
To Pursue Personal Interest		
Sciences	10.8%	1.3%[c]
Social sciences	9.0	7.4
Humanities	14.0	5.2
Creative arts	14.4	16.7
Business/commerce	14.2	7.9
Law	9.5	1.1
Respondents:	909 and	811
N.A. purpose:	9	9
N.A. field:	84	21
N.A. both:	9	2
Total	1,011	843

[a] Field categories omitted have too few cases for reliable results. Totals may exceed 100% because of multiple responses.

[b] This alternative did not appear on the photo walk-in questionnaire.

[c] The number of cases is small and percentage figures must be used with caution.

Is there a relationship between the patron's purpose and his level of education? Table B-38 on the following page indicates that among walk-in patrons those with a doctorate or master's degree are far more likely than others to be ordering photo copy for academic purposes and less likely to be using it in connection with a specific business project. Those with a doctorate are more likely to be pursuing individual research than patrons in other degree categories, while those with a degree below the bachelor's are more likely to be ordering photo copy in connection with a personal interest.

Those users of the photo mail service who have professional degrees are less likely than others to be using the photo copies ordered for academic pursuits or a business project and are more likely to need them to answer a specific business question. Paralleling users of the walk-in service, those mail patrons with a degree below the bachelor's are more likely to be ordering photo copy for a personal interest than are other users.

Table B-38

PURPOSE OF ORDERS MADE BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES[a] THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
To Pursue Academic Work		
Doctorate	53.8%	14.3%
Master's degree	48.4	13.5
Professional degree	16.9	1.8
Bachelor's degree	30.5	9.9
Below bachelor's degree	25.5	7.7
To Undertake Specific Business Project		
Doctorate	29.2	76.7
Master's degree	32.1	74.3
Professional degree	61.8	60.9
Bachelor's degree	49.1	76.5
Degree below bachelor's	35.9	71.8
To Locate General Materials Related to Business		
Doctorate	10.4	12.6
Master's degree	6.5	13.5
Professional degree	9.0	12.7
Bachelor's degree	8.5	9.9
Degree below bachelor's	11.4	12.8
To Answer Specific Business Question		
Doctorate	-[b]	11.7
Master's degree	-[b]	18.5
Professional degree	-[b]	34.5
Bachelor's degree	-[b]	16.4
Degree below bachelor's	-[b]	12.8
To Pursue Independent Research		
Doctorate	16.0	4.0
Master's degree	10.2	5.9
Professional degree	7.9	6.4
Bachelor's degree	10.4	4.2
Degree below bachelor's	12.5	5.1

(continued on following page)

Table B-38
(continued)

	Photo Walk-In	Photo Mail
To Pursue Personal Interest		
Doctorate	9.4%	0.9%
Master's degree	9.3	3.2
Professional degree	9.0	0.9
Bachelor's degree	11.9	5.6
Degree below bachelor's	21.2	17.9
Respondents:	922 and	807
N.A. degree:	71	25
N.A. purpose:	4	8
N.A. both	14	3
Total	1,011	843

a Totals exceed 100% because of multiple responses.
b This alternative did not appear on the photo walk-in questionnaire.

In the analysis presented in Table B-39, the frequency of use by patrons with differing purposes is examined. The data, particularly for photo mail respondents, indicate that those users who need photo copy for job-related purposes are more likely than others to be frequent patrons of both photo services. Those individuals who are placing orders for materials of personal interest are most likely to be new users (i.e., first or second order). In the case of the photo walk-in respondents, the largest single group in every purpose category is using this service for the first or second time.

Table B-39

FREQUENCY OF USE BY
PATRONS WITH VARIOUS PURPOSES IN PLACING ORDERS
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
First or Second Time		
To pursue academic work	55.1	43.8%
To undertake specific business project	45.1	13.9
To locate general materials related to business	42.7	10.5
To answer specific business question	– b	13.9
To pursue independent research	41.5	62.5
To pursue personal interest	60.2	77.4

(continued on following page)

Table B-39
(continued)

	Photo Walk-In	Photo Mail
Daily or Weekly[a]		
To pursue academic work	13.0%	8.0%
To undertake specific business project	22.7	46.1
To locate general materials related to business	25.2	45.3
To answer specific business question	- [b]	38.2
To pursue independent research	18.9	12.5
To pursue personal interest	9.4	0.0
About Once a Month		
To pursue academic work	12.1	14.9
To undertake specific business project	14.0	21.6
To locate general materials related to business	14.9	26.3
To answer specific business question	- [b]	28.5
To pursue independent research	16.2	5.0
To pursue personal interest	9.4	6.5
Less Often		
To pursue academic work	19.8	33.3
To undertake specific business project	18.2	18.4
To locate general materials related to business	17.2	17.9
To answer specific business question	- [b]	19.4
To pursue independent research	23.4	20.0
To pursue personal interest	21.0	16.1
Respondents:	985 and	786
N.A. frequency:	8	8
N.A. purpose:	5	46
N.A. both:	13	3
Total	1,011	843

[a] Combines responses for "daily or several times a week" and "weekly or several times a month."

[b] This alternative was not included on the photo walk-in questionnaire.

Students and faculty members were asked to describe in some detail the purposes for which their orders were intended.[7] Respondents from both walk-in and mail surveys indicate that about 35% were intended for work on an advanced degree. Considerably more photo mail orders than walk-in were intended for use in non-degree research. Table B-40 presents the data.

Table B-40

ACADEMIC PURPOSES OF RESPONDING PATRONS
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In		Photo Mail	
	Percent of Respondents	Percent of Total Sample	Percent of Respondents	Percent of Total Sample
Teaching duties	3.0%	1.0%	6.9%	0.8%
Non-degree research	29.4	9.6	50.0	6.0
All advanced degree preparation	34.8%	11.4%	35.3%	4.2%
Ph.D. courses or examinations	7.9%	2.6%	2.0%	0.2%
Doctoral dissertations	11.8	3.9	19.6	2.4
Professional degree preparation	2.1	0.7	0.0	0.0
Master's degree preparation	13.0	4.3	13.7	1.7
Other degree preparation	11.8%	3.9%	0.0%	0.0%
Bachelor's degree preparation	9.1%	3.0%	0.0%	0.0%
Community college work	2.7	0.9	0.0	0.0
None of the above	20.9%	6.8%	7.8%	0.9%

Respondents:	330 and	102
N.A.:	681	741
Total	1,011	843

Is there a difference between the academic purposes of students and of faculty members? Table B-41 on the following page shows that, as would be expected, the largest single group of students needed photocopied materials for work toward an advanced degree while the majority of faculty were using the photo services in connection with non-degree research. More students than faculty members order materials for "none of the above" purposes.

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[7] This question was designed for students and faculty. However 18 photo mail respondents and 46 walk-in respondents indicated an academic purpose even though they listed their status as something other than student or faculty. These 64 individuals are included in Table B-40.

Table B-41

ACADEMIC PURPOSES OF VISITS MADE BY RESPONDING STUDENTS AND FACULTY THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Teaching Duties		
Students	0.5%	0.0%*
Faculty	11.7	11.1
Non-Degree Research		
Students	22.1	9.5 *
Faculty	54.5	69.8
Preparation for Advanced Degrees		
Students	36.7	76.2 *
Faculty	23.4	14.3
Preparation for Bachelor's and Lower Degrees		
Students	17.6	0.0 *
Faculty	0.0	0.0
None of the Above		
Students	23.1	14.3 *
Faculty	10.4	4.8

Respondents:	276 and	84
Non-academic respondents:	46	18
N.A. purpose:	637	733
N.A. status:	8	0
N.S. both:	44	8
Total	1,011	843

*The number of cases is small and percentage figures must be used with caution.

Do patrons who are affiliated with different academic institutions have different purposes in ordering photo copy? Table B-42 on the following page shows that among the photo walk-in users, those affiliated with the private institutions specified on the questionnaires are somewhat more likely to order photo copy in connection with academic work and less likely to need it for independent research than those individuals associated with CUNY and SUNY or "all other institutions." Those students and faculty from "all other institutions" were more likely than others to need photo copy for a job-related project.

The number of cases for photo mail is very small and figures must be interpreted cautiously. Individuals from "all other institutions" were most likely to need photo copy for their academic pursuits.

Table B-42

PURPOSE OF ORDERS PLACED BY PATRONS WITH DIFFERENT INSTITUTIONAL AFFILIATIONS THE PHOTOGRAPHIC SERVICE [a]

	Photo Walk-In	Photo Mail
To Pursue Academic Work		
CUNY and SUNY	74.3%	70.0%[c]
Columbia	81.8	50.0 [c]
NYU	83.3	75.0 [c]
Fordham, LIU, St. John's, Rutgers	87.5 [c]	25.0 [c]
All other institutions	70.4	70.5
To Undertake Job-Related Work[b]		
CUNY and SUNY	14.9	30.0 [c]
Columbia	18.2	50.0 [c]
NYU	14.6	0.0 [c]
Fordham, LIU, St. John's, Rutgers	8.3 [c]	75.0 [c]
All other institutions	25.9	33.0 [c]
To Pursue Independent Research		
CUNY and SUNY	5.4	10.0 [c]
Columbia	0.0	50.0 [c]
NYU	0.0	25.0 [c]
Fordham, LIU, St. John's, Rutgers	0.0 [c]	0.0 [c]
All other institutions	8.3	13.6 [c]
To Pursue Personal Interest		
CUNY and SUNY	9.5	0.0 [c]
Columbia	6.1	25.0 [c]
NYU	6.3	0.0 [c]
Fordham, LIU, St. John's, Rutgers	12.5 [c]	0.0 [c]
All other institutions	6.5	6.8

Respondents:	282 and	110
N.A. purpose:	0	2
N.A. school:	711	722
N.A. both:	18	9
Total	1,011	843

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a Totals may exceed 100% because of multiple responses.

b Includes "to undertake specific project for job. . .," "to locate general materials for job. . .," and "to answer specific question for job. . . ."

c The number of cases is small and percentage figures must be used with caution.

KIND OF MATERIAL SOUGHT

Patrons using the photo walk-in service were asked whether they had come to the Libraries for material on a particular subject, but with no specific item in mind; a specific title, author, or periodical; both a particular subject and a specific item; or, neither. Table B-43 indicates that more than two-thirds (69%) of the respondents knew exactly what materials they wanted.

Table B-43

TYPE OF MATERIAL SOUGHT
THE PHOTOGRAPHIC SERVICE*

Material on a particular subject	25.3%
Specific title, author, periodical, etc.	68.9
Both general subject and specific item	4.1
Neither subject nor item	1.6

Respondents:	979
N.A.:	32
Total	1,011

*Question did not appear on the photo mail questionnaire.

In general, the higher the degree held by the patron, the more likely he is to be searching for a specific item. However, respondents holding master's degrees are exceptions in that they are likely to be looking for materials on a particular subject as well as trying to locate specific items. This information is presented in Table B-44 on the following page.

Number of Items Ordered

The majority of patrons using the photo walk-in service knew specifically what they wanted. Since users of the photo mail service had to give specific references in making their requests, presumably all of these individuals also knew exactly what materials they wanted. How many items[8] did these patrons request? Table B-45 shows the number of items that were requested by the spring survey users of the photo mail service who returned completed questionnaires. More than three-fifths of these patrons requested only one item while no one requested more than seven items.

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[8] An item is defined as a piece of material. If non-consecutive pages in one volume were requested, that is counted as only one item since only one volume had to be taken from the shelf. If pages in two volumes of the same publication were requested, that is counted as two items.

Table B-44

TYPE OF MATERIAL SOUGHT BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES THE PHOTOGRAPHIC SERVICE*

	Particular Subject	Specific Item	Both	Neither
Doctorate	17.6%	76.5%	4.9%	1.0%
Master's degree	24.1	67.8	5.7	2.4
Professional degree	21.3	73.1	4.5	1.1
Bachelor's degree	24.1	71.6	3.1	1.2
Degree below bachelor's	29.6	65.9	2.8	1.7

Respondents:	906
N.A. material:	20
N.A. degree:	73
N.A. both:	12
Total	1,011

*Question did not appear on photo mail questionnaire.

Table B-45

NUMBER OF ITEMS REQUESTED ON ORDERS PLACED BY RESPONDING PHOTO MAIL PATRONS DURING THE SPRING SURVEY THE PHOTOGRAPHIC SERVICE (N=268)

One	62.7%
Two	13.4
Three	10.1
Four	8.6
Five	2.2
Six	1.9
Seven	1.1
More than seven	0.0

A further tabulation of all 1,487 orders placed during the spring sample for both photo services is presented in Table B-46 on the following page. Here the percentage of photo mail patrons requesting one item on an order has risen from 63% (Table B-45) to 76.1%. This indicates that users of the mail service who asked for more than one item on a request were more likely to return a questionnaire than those who wanted only one item.

Examining the data in Table B-46, we find that photo walk-in patrons (those asking for quick-copy and those placing call orders) are more likely to ask for more than one item than those individuals who patronize the mail service. The average number of items requested per photographic order is 1.7 items.

Table B-46

NUMBER OF ITEMS REQUESTED ON ALL PHOTO ORDERS PLACED DURING THE SPRING SAMPLE THE PHOTOGRAPHIC SERVICE

	Total Number of Orders	Percent of Orders with More Than One Item	Total Number of Items Requested	Average Number Items per Order
Mailed orders	623	23.9%	1,097	1.8
Cancelled orders	66	7.6	71	1.1
Call orders	60	40.0	126	2.1
Quick-copy orders	738	39.6	1,184	1.6
Total	1,487		2,478	1.7

Table B-47 on the following page indicates that the photo mail respondents from the spring sample, who are ordering materials in connection with their jobs, are more likely to order more than one item than other patrons. A more detailed analysis, not shown here, reveals that all of the orders containing more than four items were needed for job purposes.

Do respondents in some occupational fields tend to order more items of material at once than others? The two categories in Table B-48 shown on the following page that have enough cases for comparison--sciences and humanities--do not show any great differences. Those patrons in the sciences are slightly more likely than those in the humanities to request more than one item on an order.

Were those patrons who requested more than one item on an order more likely to know of the Libraries' sources of financial support? The answer, as shown in Table B-49 on page B-50, is "no."

Table B-47

NUMBER OF ITEMS REQUESTED BY PATRONS WITH DIFFERENT PURPOSES IN PLACING ORDERS[a] THE PHOTOGRAPHIC SERVICE

	Number of Orders[b]	Percent Requesting One Item
Job-connected purpose	266	60.5%
Academic, individual research, personal interest	39	77.0

Respondents: 265
N.A. purpose: 3
Total 268

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[a] Data are derived from 268 matching orders and questionnaires from the spring survey of photo mail patrons.

[b] The number of orders totals 305 rather than 265 (the number of respondents) because patrons could indicate more than one purpose in requesting materials.

Table B-48

NUMBER OF ITEMS REQUESTED BY PATRONS IN CERTAIN OCCUPATIONAL FIELDS[a] THE PHOTOGRAPHIC SERVICE

	Number of Cases	One	Two	Three	Four	Five-Seven
Sciences	124	57.3%	14.5%	12.1%	12.1%	4.0%
Social sciences	3	-[b]	-[b]	-[b]	-[b]	-[b]
Humanities	60	63.4	13.3	10.0	8.3	5.0
Creative arts	15	86.6[c]	6.7[c]	0.0[c]	0.0[c]	6.7[c]
Business/commerce	21	57.1[c]	14.3[c]	4.8[c]	4.8[c]	19.0[c]
Administration	9	-[b]	-[b]	-[b]	-[b]	-[b]
Law	27	85.2[c]	7.4[c]	7.4[c]	-[c]	-[c]
Other	1	-[b]	-[b]	-[b]	-[b]	-[b]

Respondents: 260
N.A. field: 8
Total 268

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[a] Data are derived from 268 matching orders and questionnaires from the spring survey of photo mail patrons.

[b] There are too few cases for reliable distribution.

[c] The number of cases is small and percentage figures must be used with caution.

Table B-49

KNOWLEDGE OF LIBRARIES' FINANCIAL SUPPORT BY
PATRONS ORDERING DIFFERENT NUMBERS OF ITEMS
DURING THE SPRING SURVEY[a]
THE PHOTOGRAPHIC SERVICE

Number of Items Ordered	Know of Support	Do Not Know of Support		
One	38.0%	62.0%	Respondents:	259
Two or three	38.3	61.7	N.A. knowledge:	9
Four or five	35.7	64.3		
Six or more[b]	37.5	62.5	Total	268

a Data are derived from 268 matching orders and questionnaires from the spring survey of photo mail patrons.

b The number of cases is small and percentage figures must be used with caution.

KINDS OF MATERIALS PHOTOCOPIED

The majority of patrons knew exactly what materials they wanted and usually they requested only one item. What kinds of materials were users having photocopied? Table B-50 shows that books and monographs were most heavily used, followed by periodicals, and government publications.

Table B-50

KIND OF MATERIAL PHOTOCOPIED[a]
THE PHOTOGRAPHIC SERVICE[b]

Books and monographs	39.8%	Patents	6.1%
Government publications	10.5[c]	Periodicals	34.2[c]
Maps	3.2	Photographs	2.6
Music scores	0.7	Pictures, prints	4.4
Newspapers, clippings	8.1	Posters, playbills, etc.	0.2
Pamphlets	3.9	Other[d]	6.6

Respondents:	1,003
N.A.:	8
Total	1,011

a Total exceeds 100% because of multiple responses.

b Includes data for photo walk-in only.

c Response to "government publications" may be somewhat low, since patrons frequently are not aware that bound publications used are government published. This same confusion may exist with bound periodicals and books.

d Examination of responses to category "other" shows that these items are mainly telephone books and other reference listings.

Do patrons with different purposes tend to use different types of materials? Table B-51 on the following page shows that respondents who ordered photo copy in connection with academic work were more likely to need periodicals and, along with those engaged in independent research, books and monographs than individuals with other purposes. Patrons who were obtaining photo copies of general materials related to their job were more likely to request government publications and patents than others.

Do patrons in different occupational fields tend to use certain kinds of materials more often than others? Table B-52 on page B-53 indicates that respondents in the creative arts are more likely to have materials from books and monographs or pictures and prints photocopied than users from other occupational fields and less likely to want government publications, patents and periodicals. There was heavier use of periodicals by users in the sciences, social sciences, and humanities than by those in other fields. Individuals in law were more likely than others to request photo copies of patents and less likely to want books or pictures and prints, while businessmen were more likely to use newspapers and clippings and "other." Users in the field of administration were more likely to want copies of government publications and less likely than others to ask for newspapers and clippings, and pictures and prints.

Is the use of certain kinds of materials dependent on the patron's educational level. Table B-53 on page B-54 indicates that those patrons holding doctorates are more likely than others to want photo copies of books and monographs, pamphlets, and periodicals. Those with a professional degree are less likely than others to use books and more likely to use government publications and patents.

DIVISIONS OF THE LIBRARY USED

Patrons were asked to list the divisions of the Libraries which supplied materials for photocopying. Table B-54 on page B-55 sets forth the data showing that every division of The Research Libraries supplied some material for photocopying. The Main Reading Room supplied almost two-fifths (39%) of the materials needed, while Economics and Sociology (16%), Science and Technology (13%) and the Annex (11%) also provided sizeable proportions of materials. No other collection accounted for more than 9% of the materials that were photocopied.

TYPE OF PHOTO COPY ORDERED

We know the numbers and types of materials patrons were having photocopied. What kind of photo copy were they requesting? Table B-55 on page B-55 presents these data for mail users during the spring sample who returned questionnaires. The vast number of users asked for xerocopies.

Table B-51

KINDS OF MATERIALS USED BY
PATRONS WITH DIFFERENT PURPOSES IN PLACING ORDERS[a]
THE PHOTOGRAPHIC SERVICE[b]

	Books and Mono-Graphs	Govern-ment Publi-cations	News-papers, Clippings	Pamphlets	Patents	Periodicals	Pictures, Prints	Other
To pursue academic work	50.4%	8.8%	5.3%	4.1%	0.0%	41.0%	3.2%	3.5%
To undertake specific business project	30.8	12.7	9.0	3.7	11.2	35.3	3.2	6.5
To locate general materials related to business	31.0	17.2	9.2	3.4	17.2	25.3	6.9	9.2
To pursue independent research	50.9	10.9	10.9	7.3	1.8	31.8	6.4	6.4
To pursue personal interest	46.8	7.9	8.6	4.3	2.2	24.5	8.6	11.5

Respondents:	987
N.A. purpose:	16
N.A. material:	6
N.A. both:	2
Total	1,011

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a Materials omitted have too few cases for reliable percentage figures. Even with omissions, totals may exceed 100% because of multiple responses.

b Includes data for photo walk-in only.

Table B-52

KINDS OF MATERIALS USED BY PATRONS IN DIFFERENT OCCUPATIONAL FIELDS[a] THE PHOTOGRAPHIC SERVICE[b]

	Books and Monographs	Government Publications	Newspapers, Clippings	Pamphlets	Patents	Periodicals	Pictures, Prints	Other
Sciences	40.0%	10.8%	0.8%	0.8%	15.8%	38.3%	0.8%	2.5%
Social sciences	46.8	11.4	2.5	5.1	1.3	40.5	0.0	7.6
Humanities	45.6	8.0	9.2	4.0	0.4	38.8	6.0	4.0
Creative arts	48.1	2.8	9.4	2.8	0.0	25.5	12.3	6.6
Business/commerce	31.2	10.7	10.2	5.9	5.4	29.8	4.9	12.2
Administration	34.1	22.0	0.0	4.9	12.2	36.6	0.0	4.9
Law	22.4	20.0	8.2	2.4	24.7	30.6	0.0	4.7
Other[c]	33.3	7.4	7.4	3.7	0.0	40.7	3.7	7.4

Respondents:	913
N.A. material:	5
N.A. field:	90
N.A. both:	3
	1,011

a Totals exceed 100% because of multiple responses.
b Includes data for photo walk-in only.
c Includes architecture and city planning and foreign service. The number of cases is small and percentage figures must be used with caution.

Table B-53

KINDS OF MATERIALS USED BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES[a]
THE PHOTOGRAPHIC SERVICE[b]

	Books and Monographs	Government Publications	Newspapers, Clippings	Pamphlets	Patents	Periodicals	Pictures, Prints	Other
Doctorate	57.5%	7.5%	4.7%	7.5%	1.9%	38.7%	5.7%	2.8%
Master's degree	46.5	9.3	6.0	2.3	3.3	36.7	0.9	6.5
Professional degree	23.9	17.0	5.7	3.4	13.6	31.8	3.4	4.5
Bachelor's degree	40.0	11.5	8.5	3.9	4.5	36.7	4.5	6.4
Degree below bachelor's	30.4	10.3	12.0	4.9	9.2	26.6	6.0	7.6

Respondents:	923
N.A. materials:	3
N.A. degree:	80
N.A. both:	5
Total	1,011

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a Totals exceed 100% because of multiple responses.
b Question on materials did not appear on the photo mail questionnaire.

Table B-54

DIVISIONS SUPPLYING MATERIALS TO PATRONS FOR PHOTOCOPYING[a] THE PHOTOGRAPHIC SERVICE[b]

American History	6.0%	Maps	1.9%
Art and Architecture	4.1	Microfilms	1.6
Central Children's Room[c]	0.2	Oriental	1.7
Economics and Sociology	15.5	Periodicals	8.6
Genealogy and Local History	6.3	Picture Collection[c]	1.1
Jewish	0.9	Science and Technology	12.6
Lincoln Center: total	2.1	Slavonic	3.2
Dance	0.1	Annex: total	11.0
Music	1.0	Newspapers	3.4
Theatre	1.0	Patents	5.8
Main Reading Room	39.3	Other subjects	1.8

Respondents:	990
N.A.	21
Total	1,011

[a] Total exceeds 100% because of multiple responses.

[b] Question did not appear on photo mail questionnaire.

[c] This division is a part of The Branch Libraries, not the Research Libraries.

Table B-55

KIND OF PHOTO SERVICE UTILIZED BY PHOTO MAIL RESPONDENTS DURING THE SPRING SAMPLE THE PHOTOGRAPHIC SERVICE (N=268)

Xerography	87.3%	Photoprint from microfilm	0.7%
Photostat	6.0	Microfilm plus xerocopy	0.4
Microfilm	4.1	Color slides	0.0
Photograph	1.5	Xerocopy from microfilm	0.0

An additional tabulation of all 1,487 orders placed during the spring sample is presented in Table B-56 on the following page. All of the patrons using the quick-copy service necessarily wanted xerocopy. The vast majority of mail requests and cancelled orders also called for xerocopy. Requests for call orders are an exception--exactly half of these requests are for photostats.

Table B-56

KIND OF PHOTO COPY ORDERED*
THE PHOTOGRAPHIC SERVICE

	Mailed Orders (N=623)	Cancelled Orders (N=66)	Call Orders (N=60)	Quick-Copy Orders (N=728)
Xerocopy	83.1%	84.8	11.7%	100.0%
Photostat	5.3	3.0	50.0	0.0
Microfilm	6.3	4.6	3.3	0.0
Photograph	1.4	0.0	11.7	0.0
Photoprint from microfilm	2.9	6.1	15.0	0.0
Color slides	0.2	0.0	0.0	0.0
Xerocopy from microfilm	0.3	1.5	3.3	0.0
Other: combinations of above	0.5	0.0	5.0	0.0

*Data are derived from 1,487 orders placed during the spring survey.

Were patrons from one occupational field more prone to utilize one kind of service rather than another? As shown in Table B-57, only two categories have enough cases for reliable comparisons--sciences and humanities. However, among the mail users of the photo services, those in the humanities are less likely than those in sciences to order xerocopies and more likely to ask for microfilm.

Table B-57

KIND OF PHOTO COPY ORDERED BY PHOTO MAIL RESPONDENTS
IN DIFFERENT OCCUPATIONAL FIELDS DURING THE SPRING SAMPLE
THE PHOTOGRAPHIC SERVICE
(N=268)

	Number of Cases	Xerography	Photostat	Photograph	Photoprint from Microfilm	Microfilm	Microfilm from Xerocopy
Sciences	124	99.2%	0.0%	0.0%	0.0%	0.8%	0.0%
Social sciences	3	–[a]	–[a]	–[a]	–[a]	–[a]	–[a]
Humanities	60	85.0	3.3	0.0	0.0	10.0	1.7
Creative arts	15	66.7[b]	6.7[b]	13.3[b]	6.7[b]	6.7[b]	0.0[b]
Business/commerce	21	47.6[b]	42.9[b]	9.5[b]	0.0[b]	0.0[b]	0.0[b]
Administration	9	–[a]	–[a]	–[a]	–[a]	–[a]	–[a]
Law	27	92.6[b]	7.4[b]	0.0[b]	0.0[b]	0.0[b]	0.0[b]
Other	1	–[a]	–[a]	–[a]	–[a]	–[a]	–[a]

a The number of cases is too small to distribute.
b The number of cases is small and percentage figures must be used with caution.

How many of the requested items were filled? In the case of walk-in patrons, the user locates the material he wants photocopied and usually brings it himself to the Photographic Service. It is impossible to know how many of these patrons may have wanted materials but were unsuccessful in obtaining them. Table B-58 presents the data on the number of items filled for responding patrons of the photo mail service from the spring sample. The majority (66%) of the orders had one item filled. Sixteen percent (of the 37% of orders with two or more items) had two items filled, 8% (of the 24% of the orders with three or more items) had three items filled, and another 8% (of the 15% of the orders with four or more items) had four items filled. Overall, nine out of every ten items requested were filled.

Table B-58

NUMBER OF ITEMS FILLED THAT WERE REQUESTED BY
RESPONDING PHOTO MAIL PATRONS DURING THE SPRING SAMPLE
THE PHOTOGRAPHIC SERVICE
(N=268)

One	65.7%	Five	2.2%
Two	15.7	Six	0.4
Three	7.8	Seven	0.4
Four	7.8	More than seven	0.0

A tabulation of all 1,487 orders (with 2,478 items requested) placed during the spring sample is presented in Table B-59. Overall, the Libraries filled 94% of the items requested; excluding quick-copy orders, 88% of all requests were filled.

Table B-59

SUCCESS IN FILLING ORDERS DURING THE SPRING SAMPLE*
THE PHOTOGRAPHIC SERVICE

	Items Requested	Items Filled	Percent Filled
Mailed orders	1,097	1,016	92.6%
Cancelled orders	71	0	0.0
Call orders	126	123	97.6
Quick-copy orders	1,184	1,184	100.0
Total	2,478	2,323	93.7%

*Data are derived from 1,487 orders placed during the spring survey.

One hundred and fifty-five items of material requested in the spring were not filled by the Photographic Service. Why? Table B-60 shows that 44% of the items were cancelled because the title is not held or because the number is missing.

Table B-60

REQUESTS MADE DURING
THE SPRING SAMPLE THAT WERE NOT FILLED*
THE PHOTOGRAPHIC SERVICE

	Number	Percent
Lack the number requested	38	24.5%
Material is in the bindery	30	19.4
Material is not held by the Libraries	30	19.4
Material is not yet received but is on order	28	18.0
Material is missing from the shelf	13	8.4
Incorrect reference, please verify	9	5.8
Material is mutilated or too fragile to handle	4	2.6
Cancelled by patron	2	1.3
Copyright clearance not available	1	0.6
Total	155	100.0%

*Data are derived from an examination of 2,478 items requested on all orders placed during the spring survey.

ITEMS SEARCHED AT THE NEW YORK STATE LIBRARY

A 10% random sample was drawn of all items requested and of certain items cancelled on orders placed during the spring survey. This sample was sent to The New York State Library and each item was searched in their collections. The purpose of the search was to test the uniqueness of the material being used at The Research Libraries. It is understood that The Research Libraries hold rare and in some cases unique materials. The respondents to the questionnaires reported their reasons for using the photo mail service but a more complete profile of the level of the material is available from a sample of orders of non-respondents as well as respondents and of walk-in as well as mail users. In addition, an actual search for the material at another library with large and diverse holdings provides an objective guide for judging the level of the material being used by patrons of the Photographic Service.

Table B-61 on the following page reports the categories from which the sample was drawn and the number of items sent to the State

Library. The results of the search are recorded, however, for a sample of 229 items instead of 252. The sample was reduced when the State Library reported that 23 of the quick-copy orders had incomplete references.

Table B-61

KIND AND NUMBER OF ITEMS SAMPLED FOR SEARCH AT THE NEW YORK STATE LIBRARY FROM THE SPRING SURVEY THE PHOTOGRAPHIC SERVICE

		Size of Sample
Items requested on mailed orders:	1,097	110
Items requested on quick-copy orders:	1,184	118
Items requested on call orders:	126	12
Items cancelled that qualified for sample:	113*	12
Total		252

*Includes items which appeared on partially filled orders. Forty-two of these cancellations were for reasons that did not qualify for sampling, e.g., the material was at the bindery, or the reference was incorrect. One hundred and thirteen items, cancelled for the reasons below, were sampled.

Not in library--material not held at The Research Libraries
Lack--The Research Libraries have the title but lack the volume or issue requested
Missing--material is not on the shelf
Material is on order but has not yet been received
Material is mutilated or too fragile to handle

As shown in Table B-62 on the following page, the State Library would have been able to fill half of the requests. In addition, more of the items requested by photo walk-in patrons were available at the State Library than materials needed by photo mail users. As noted earlier, The Research Libraries were able to fill 94% of all the requests received.

Of the requests not filled by The Research Libraries (6% of the total items requested), 44% (or 2.6% of the total) were cancelled because the title was not held in the collection or the particular volume needed was lacking. Of the much larger proportion of requests the State Library could not fill (50% of the total sample searched), 81% (or 40.5% of the total sample) would have been cancelled for these reasons. However, a greater proportion of requests directed to the photo services of The Research Libraries were cancelled because the materials were in the bindery or had been ordered but not yet received than was the case with the items searched at The New York State Library. These data are shown in Table B-63.

Table B-62

STATUS OF ITEMS FROM THE SPRING SURVEY
SEARCHED AT THE STATE LIBRARY
THE PHOTOGRAPHIC SERVICE

Kind of Order	Number of Items	Items Available at State Library: Number	Items Available at State Library: Percent
Mailed orders	110	47	42.7%
Walk-in orders	107	64	59.8
Cancelled orders	12	3	40.0 *
Total	229	114	49.8%

*The number of cases is small and percentage figures must be used with caution.

Table B-63

REASONS REQUESTS WERE CANCELLED
AT THE RESEARCH LIBRARIES AND THE STATE LIBRARY
THE PHOTOGRAPHIC SERVICE

Reason	The Research Libraries: All Items Cancelled	The State Library: Sample Items Cancelled
Lack volume or issue	24.5%	14.8%
Not in library	19.4	66.1
Missing	8.4	5.2
On order but not received	18.0	0.9
In bindery	19.4	5.2
Verify reference	5.8	7.8
Mutilated, other	4.5	0.0

LIBRARIES USED PREVIOUSLY

Patrons of both photo services were asked to indicate in how many libraries they had tried to find the material being photocopied before coming to The Research Libraries. Table B-64 on the following page shows that 32% of the walk-in respondents and 43% of the photo mail respondents had previously searched in at least one other library. Photo mail users are not only more likely to have tried elsewhere but they are also somewhat more likely to have tried more libraries.

Table B-64

NUMBER OF LIBRARIES TRIED PREVIOUSLY
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
One	18.3%	24.6%
Two	6.2	8.8
Three	2.9	4.3
Four or More	4.1	5.0
None	68.5	57.3
Don't know	- [a]	- [b]

Respondents:	975 and	829
N.A.:	36	14
Total	1,011	843

[a] This alternative did not appear on the photo walk-in questionnaire.

[b] Many of the patrons in private industry work for a company that has a library. In these cases, the corporate librarian gets the needed material for the patron and he may not know how many libraries the librarian tried to obtain the material he needed. Since the patron, not the corporate librarian, was asked to complete the questionnaire, this alternative was added for the second printing of the photo mail questionnaire. Of those who had the opportunity to do so, 8.6% indicated this alternative.

A request for interlibrary loan is generally a substitute for making an in-person visit to a particular library. Respondents were asked if they had attempted to locate the needed material elsewhere and most replied that they had not. Table B-65 indicates that photo mail users are more likely to try interloan channels than users of the walk-in service.

Table B-65

INTERLIBRARY LOAN ATTEMPT
THE PHOTOGRAPHIC SERVICE

Photo walk-in	12.7%	Respondents:	275 and	316
Photo mail	32.3	N.A.:	736	527
		Total	1,011	843

Is there any relationship between the number of libraries tried and interloan attempts? For users of the photo walk-in service those who had searched at four or more libraries were more likely to have attempted interlibrary loan than those who had previously tried less than four libraries. For photo mail patrons, those who had tried one library previously were more likely to have made an interlibrary loan attempt than others. These data are shown in Table B-66.

Table B-66

INTERLIBRARY LOAN ATTEMPTS OF PATRONS WHO HAD PREVIOUSLY TRIED A NUMBER OF OTHER LIBRARIES THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
One other library tried	22.9%	37.3%
Two other libraries tried	14.3	21.6
Three other libraries tried	20.0*	17.6*
Four or more other libraries tried	42.9	23.5

Respondents:	275 and	316
N.A. ILL:	700	489
N.A. libraries:	0	0
N.A. both:	36	38
Total	1,011	843

*The number of cases is small and percentage figures must be used with caution.

Were patrons who had certain purposes in ordering photo copy more or less likely to have tried interlibrary loan? Table B-67 on the following page shows that both the walk-in and mail services, users who were engaged in academic pursuits were more likely to have tried interlibrary loan than others. Those pursuing individual research were, among photo walk-in users, also more likely to have used this service.

Are certain types of patrons more likely than others to search at other libraries before coming to The Research Libraries? Table B-68 also on the following page indicates that faculty members and students who use the walk-in service are more likely than others to try elsewhere. Among photo mail respondents, government employees are most likely to have been to other libraries or collections for the needed materials.

Table B-67

PERCENT OF PATRONS WITH DIFFERENT PURPOSES IN PLACING ORDERS WHO TRIED INTERLIBRARY LOAN
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
To pursue academic work	16.8%	58.2%
To undertake specific business project	7.8	29.1
To locate general materials related to business	17.6 [a]	23.3
To answer specific business question	- [b]	25.0
To pursue independent research	12.5	25.0
To pursue personal interest	9.4	33.3

Respondents:	274 and	316
N.A. ILL:	719	516
N.A. purpose:	1	0
N.A. both:	17	11
Total	1,011	843

a The number of cases is small and percentage figures must be used with caution.

b This alternative did not appear on the photo walk-in questionnaire.

Table B-68

PERCENT OF PATRONS IN DIFFERENT STATUS CATEGORIES WHO TRIED OTHER LIBRARIES[a,b]
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Student	40.3%	60.9%[c]
Faculty	41.7	60.0
Government employee	28.6 [c]	68.2
Employee of non-profit organization	25.0	25.9 [c]
Self-employed professional	20.9	25.9
Employed by private firm	27.1	38.8

Respondents:	935 and	797
N.A. status:	40	8
N.A. library:	24	38
N.A. both:	12	0
Total	1,011	843

a Status categories omitted have too few cases for reliable percentages.

b Percentage figures include all patrons who tried at least one other library regardless of the number of libraries tried previously.

c The number of cases is small and percentage figures must be used with caution.

Are respondents of differing levels of education more or less likely to try other libraries first? Table B-69 indicates that among walk-in patrons, those with a doctorate or a master's degree are more likely to have made previous attempts to locate the material. Respondents of the mail service who hold professional degrees are the least likely to have tried another library while those with a doctorate are most likely to have tried elsewhere first.

Table B-69

PERCENT OF PATRONS HOLDING DIFFERENT ACADEMIC DEGREES WHO TRIED OTHER LIBRARIES[a] THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Doctorate	37.5%	50.7%
Master's degree	37.9	43.8
Professional degree	27.6	25.7
Bachelor's degree	29.6	44.2
Degree below bachelor's	27.4	43.6[b]

Respondents:	905	and	779
N.A. degree:	70		26
N.A. library:	21		36
N.A. both:	15		2
Total	1,011		843

a Percentage figures include all patrons who tried at least one other library regardless of the number of libraries tried previously.

b The number of cases is small and percentage figures must be used with caution.

What occupational fields are the patrons in who try other libraries? The majority of photo walk-in patrons did not try any other libraries. This is most pronounced for those in business and commerce, law, and creative arts, and least true for those in the sciences and social sciences. The majority of users of the photo mail service in all categories except the social sciences did not try any other libraries. This is especially true of those in law, and business and commerce. These data are shown in Table B-70 on the following page.

The analysis in Table B-71 also on the following page examines the purposes of patrons and how many libraries they had tried previously. Respondents who come to The Research Libraries to pursue academic work are far more likely than others to have tried another library first.

Do patrons with different academic purposes in visiting The Research Libraries vary in the extent to which they tried other libraries first? Table B-72 on page B-66 presents the data. Among walk-in users, those with "none of the above" purposes were least likely to have been to other libraries first. Patrons using the mail service who were involved in work connected with obtaining an advanced degree were most likely to have made previous attempts to obtain the needed materials.

Table B-70

PERCENT OF PATRONS IN DIFFERENT OCCUPATIONAL FIELDS WHO TRIED OTHER LIBRARIES[a,b]
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Sciences	41.7%	48.5%[c]
Social sciences	41.0	74.1
Humanities	36.2	47.3
Creative arts	25.0	40.5
Business/commerce	20.5	32.1
Law	24.4	17.7

Respondents:	891 and	783
N.A. field:	84	22
N.A. library:	27	37
N.A. both:	9	1
Total	1,011	843

a Occupational fields omitted have too few cases for reliable percentages.

b Percentage figures include all patrons who tried at least one other library regardless of the number of libraries tried.

c The number of cases is small and percentage figures must be used with caution.

Table B-71

PERCENT OF PATRONS WITH DIFFERENT PURPOSES IN PLACING ORDERS WHO TRIED OTHER LIBRARIES[a]
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
To pursue academic work	46.1%	73.2%
To undertake specific business project	25.3	44.2
To locate general materials related to business	20.9	47.0
To answer specific business question	-[b]	40.8
To pursue independent research	30.3	40.5
To pursue personal interest	26.9	43.7

Respondents:	966 and	794
N.A. library:	27	38
N.A. purpose:	9	11
N.A. both:	9	0
Total	1,011	843

a Percentage figures include all patrons who had tried at least one other library regardless of the number of libraries tried.

b This alternative was not included on the photo walk-in questionnaire.

Table B-72

PERCENT OF PATRONS WITH DIFFERENT ACADEMIC PURPOSES WHO TRIED OTHER LIBRARIES[a]
THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
Teaching duties	50.0%[b]	60.0%[b]
Non-degree research	43.3	52.0
To prepare for advanced degree	47.3	79.4
To prepare for bachelor's degree or degree below bachelor's	46.2	0.0
None of the above	22.1	75.0 [b]

Respondents:	326	and	97
N.A. libraries:	4		5
N.A. purpose:	649		708
N.A. both:	32		33
Total	1,011		843

a Percentage figures include all patrons who had tried at least one other library regardless of the number of libraries tried.

b The number of cases is small and percentage figures must be used with caution.

Are patrons with certain academic institutional affiliations more or less likely to have tried other libraries previously? Data for individual institutions are too limited to allow reliable interpretation. Thus, Table B-73 on the following page presents only the data for "CUNY and SUNY," "six selected private institutions" (i.e., those specifically named on the questionnaire) and "all other institutions." For photo mail, the number of cases in the first two categories is small and must be interpreted with caution. As shown in this table, students and faculty affiliated with the specified private institutions are more likely than others to have tried one or two other libraries while those associated with CUNY and SUNY were more likely to have tried no others before coming to The Research Libraries.

There is a direct relationship between the frequency with which patrons use the Photographic Service and whether they had tried to find the material at another library first. This is set forth in Table B-74 also on the following page. The more infrequently patrons make use of the photo services the less likely they are to have searched for the material at another library before coming to The Research Libraries. Conversely, the more frequent users are less likely to have tried elsewhere first.

Table B-73

PERCENT OF PATRONS WITH DIFFERENT INSTITUTIONAL AFFILIATIONS WHO TRIED OTHER LIBRARIES THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
One or Two Other Libraries Tried		
CUNY and SUNY	27.0%	45.5%[b]
Six selected private institutions[a]	36.3	66.7 [b]
All other institutions	27.7	38.1
Three or Four Other Libraries Tried		
CUNY and SUNY	6.8	18.2 [b]
Six selected private institutions[a]	10.8	8.3 [b]
All other institutions	13.9	23.8
No Other Libraries Tried		
CUNY and SUNY	66.2	36.4 [b]
Six selected private institutions[a]	52.9	25.0 [b]
All other institutions	58.3	38.1

Respondents:	280	and	107
N.A. library:	2		5
N.A. institution:	695		698
N.A. both:	34		33
Total	1,011		843

a This category includes: Columbia, Fordham, LIU, NYU, Rutgers and St. John's.

b The number of cases is small and percentage figures must be used with caution.

Table B-74

PERCENT OF PATRONS WHO ARE FREQUENT AND INFREQUENT USERS WHO TRIED OTHER LIBRARIES * THE PHOTOGRAPHIC SERVICE

	Photo Walk-In	Photo Mail
First or second time	38.7%	53.9%
Daily or several times a week	20.8	20.3
Weekly or several times a month	21.1	35.1
About once a month	23.3	42.9
Less often	27.4	48.6

Respondents:	964	and	768
N.A. frequency:	11		37
N.A. library:	26		26
N.A. both:	10		12
Total	1,011		843

*Percentage figures include all patrons who tried at least one other library, regardless of the number of libraries tried previously.

Patrons of both photo services were asked to indicate the location of the public libraries which they had tried before coming to The Research Libraries, or the kind of special library they had searched. Almost half (46%) of the photo walk-in respondents had previously been to a college or university library and slightly less (41%) had tried to find the needed materials at a public library in New York City. The largest number of libraries searched by photo mail users was the category, "other" (49%). These generally included the collections of clubs, institutions, government agencies, or the Library of Congress. The second most often tried by photo mail respondents were college and university libraries (33%). Table B-75 on the following page reports the distribution of responses by individual category.

What specific libraries do patrons in various status categories try before coming to The Research Libraries? Unfortunately the number of cases in most of the status categories is too small to allow reliable interpretation. Consequently, Table B-76 presents the data only for students and faculty combined and for employees of private firms. As might be expected, students and faculty are more likely to have previously been to college libraries, while businessmen are more likely to have first patronized special business libraries or "other unspecified libraries."

Table B-76

SPECIFIC LIBRARIES TRIED BY PATRONS IN
SELECTED STATUS CATEGORIES
THE PHOTOGRAPHIC SERVICE*

	All N.Y.C. Public Libraries	Special Business Libraries	College Libraries	Other Unspecified Libraries
Students and faculty	39.5%	2.4%	48.4%	42.7%
Employed by private firm	31.9	11.1	18.1	81.9

Respondents:	196
Respondents not included:	80
N.A. Library:	683
N.A. Status:	14
N.A. Both:	38
Total	1,011

*Data are for the photo walk-in study only. Totals exceed 100% because of multiple responses.

Table B-75

SPECIFIC OTHER LIBRARIES TRIED PREVIOUSLY* THE PHOTOGRAPHIC SERVICE

		Photo Walk-In	Photo Mail
Public Library in New York City		32.4%	2.1%
Manhattan:	Donnell	12.8	0.6
	Other Branch	12.1	0.9
Bronx:	Fordham	1.4	0.0
	Other Branch	2.4	0.0
Brooklyn:	Central	4.5	0.0
	Business	1.0	0.6
	Other Branch	1.0	0.0
Queens:	Central	2.8	0.6
	Other Branch	2.1	0.3
Staten Island:	St. George	1.4	0.0
	Other Branch	0.0	0.0
Public Library in New York State Outside New York City		7.2%	5.3%
Nassau or Suffolk Counties		3.5	1.2
Westchester County		1.7	1.2
Ramapo/Catskill Counties		1.7	0.0
All other New York counties		0.7	2.9
Public Library:	Connecticut	3.1	1.8
	New Jersey	5.5	5.3
Community College Library		0.7	0.0
College or University Library		38.3%	30.2%
Columbia		14.5	3.2
CUNY		6.6	0.9
NYU		8.6	1.8
SUNY		1.7	1.8
All others		14.1	24.9
Business Library		5.2	27.6
Medical, Law, Historical, Other Research		11.7	19.4
New York State Library		1.0	2.6
All other (specified by respondent)		25.2	48.7

Respondents: 290 341
N.A.: 721 and 502
Total 1,011 843

*Total exceeds 100% because of multiple responses.

Are patrons with a deposit or billing account more or less likely to try other libraries before requesting materials from The Research Libraries? An examination of the 268 matching orders and questionnaires from the spring survey of photo mail patrons indicates that users who have the use of a deposit or billing account at The Research Libraries are less likely to look for their material at another library first (36% and 48% respectively).

USEFULNESS OF MATERIAL

Patrons of the photo mail service were asked to characterize the usefulness of the material that accompanied their questionnaires. Almost all patrons found the material useful, as shown in Table B-77.

Table B-77

USEFULNESS OF MATERIALS
THE PHOTOGRAPHIC SERVICE*

Extremely useful	46.8%		
Useful	43.9	Respondents:	832
Partially useful	7.1	N.A.:	11
Not useful	1.0		
No opinion	1.3	Total	843

*Question did not appear on the photo walk-in questionnaire.

Because of the subjective nature of the judgment between "extremely useful" and just "useful," the text which follows will combine the two as "generally useful." The distinction is retained in the tables for the interested reader. When the patron's opinion on usefulness of materials is viewed in light of his purpose in requesting photocopy, there is no great variation, although those pursuing independent research tended to be somewhat more satisfied than others with the Libraries' resources. These data are presented in Table B-78 on the following page.

How useful do respondents in differing status categories rate the materials they requested? When those individuals rating materials as "extremely useful" and "useful" are combined, there are no particular variations except for students who seem to be somewhat less satisfied than others. However, the number of cases is small and may not be representative. These data are presented in Table B-79 on page B-72.

Table B-78

USEFULNESS OF MATERIAL TO PATRONS WITH DIFFERENT PURPOSES IN PLACING ORDERS THE PHOTOGRAPHIC SERVICE[a]

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
To pursue academic work	50.6%	38.2%	6.7%	4.5%[b]	0.0%[b]
To undertake specific business project	46.5	44.2	7.5	0.5[b]	1.3[b]
To locate general materials related to business	40.8	51.5	5.8	1.0[b]	1.0[b]
To answer specific business question	51.7	40.8	6.1	0.7[b]	0.7[b]
To pursue independent research	67.5	30.2	2.3	0.0[b]	0.0[b]
To pursue personal interest	62.5	28.1	3.1	0.0[b]	6.3[b]

Respondents:	824
N.A. Usefulness:	8
N.A. Purpose:	8
N.A. Both:	3
Total	843

---

[a] Question on usefulness did not appear on the photo walk-in questionnaires.

[b] The number of cases is small and percentage figures must be used with caution.

Table B-79

USEFULNESS OF MATERIAL TO PATRONS IN DIFFERENT STATUS CATEGORIES[a]
THE PHOTOGRAPHIC SERVICE[b]

	Extremely Useful	Useful	Partially Useful	Not Useful	No Opinion
Student	47.8%[c]	34.8%[c]	4.3%[c]	8.7%[c]	4.3%[c]
Faculty	55.2	36.2	7.2	1.4[c]	0.0[c]
Schoolteacher	44.4[c]	44.4[c]	0.0[c]	0.0[c]	11.1[c]
Self-employed professional	65.5	25.9	5.2	1.7[c]	1.7[c]
Employed by private firm	41.0	49.7	7.7	0.5[c]	1.1[c]
Government employee	58.3	31.3	10.4	0.0	0.0

Respondents:	825
N.A. Usefulness:	10
N.A. Occupation:	7
N.A. Both:	1
Total	843

---

[a] Occupations omitted have too few cases for reliable percentages.

[b] Question on usefulness did not appear on the photo walk-in questionnaire.

[c] The number of cases is small and percentage figures must be used with caution.

Table B-80 indicates that respondents who are aware of the Libraries' sources of support are no more likely to find the materials useful than those who do not.

Table B-80

USEFULNESS OF MATERIALS TO PATRONS WHO KNOW OR DO NOT KNOW THE RESEARCH LIBRARIES' SOURCES OF SUPPORT
THE PHOTOGRAPHIC SERVICE [a]

	Know Sources of Support	Do Not Know Sources of Support
Extremely useful	51.9%	44.6%
Useful	41.8	44.4
Partially useful	5.1	8.5
Not useful	0.7	1.0
No opinion	0.7	1.6

Respondents:	813
N.A. Usefulness:	6
N.A. Support:	19
N.A. Both:	5
Total	843

[a] Question on usefulness of materials did not appear on the photo walk-in questionnaire.

USE OF STAFF

Patrons using the photo walk-in service were asked to indicate what kind of help they had sought from a librarian if, in fact, they had found it necessary to get assistance.

Half of the respondents answered that they had asked for one or more kinds of aid. Table B-81 shows that the largest number of requests (44%) is for aid in finding specific materials. Almost one-third of the patrons need guidance in locating materials appropriate to the subject. One-third of the requests are for advice or help in the use of bibliographic materials.

Table B-81

REASON FOR CONSULTING LIBRARIAN[a]
THE PHOTOGRAPHIC SERVICE [b]

Guidance in finding appropriate materials	31.1%
Aid in finding specific materials	43.5
Advice on finding listings of materials	14.2
Help in using card catalog and other guides	18.7
Some other assistance	19.5

	508
	503
Total	1,011

[a] Total exceeds 100% because of multiple responses.

[b] Question did not appear on the photo mail questionnaire.

Do patrons in different status categories need certain types of assistance more than others? The number of cases in many instances is small, as shown in Table B-82 on page B-75. Among the four major categories (student, employees of non-profit and private firms, and self-employed professional) certain variations do appear. Self-employed professionals are most likely to seek aid in finding specific materials while employees of non-profit firms are less likely to need this type of help. Rather, non-profit employees are more likely than others to request help in using the catalog and other guides or to need "some other assistance." Individuals working in the private sector of business are less likely than others to seek guidance in using the catalog and similar indices while students and self-employed professionals are less likely to want "some other assistance."

Is there a relationship between a patron's level of education and the kind of assistance he requests? Table B-83 indicates that respondents holding doctorates are more likely than others to ask for advice on how to find listings of materials (followed by users with an associate degree), for help in using the catalog (followed by individuals with "other" or bachelor's degree), and for some other assistance. This group is less likely to need guidance in finding appropriate materials or aid in locating specific materials. Users with an "other" degree are more likely to request assistance in finding appropriate materials while those with a professional degree are more likely than others to need help in finding specific items.

Table B-83

REASONS FOR CONSULTING A LIBRARIAN FOR PATRONS HOLDING DIFFERENT ACADEMIC DEGREES[a] THE PHOTOGRAPHIC SERVICE[b]

	Guidance in Finding Appropriate Materials	Aid in Finding Specific Materials	Advice on Finding Listings of Materials	Help in Using Card Catalog and Other Guides	Some Other Assistance
Doctorate	20.0%	25.7%	17.1%	20.0%	28.6%
Master's degree	26.1	39.1	15.2	18.5	21.7
Professional degree	35.2	51.9	9.3	14.8	18.5
Bachelor's degree	32.2	46.3	13.0	19.2	18.6
Associate degree	30.0	36.7	16.7	13.3	26.7
Other	39.8	42.0	12.5	19.3	15.9

Respondents:	476
N.A. Aid:	450
N.A. Degree:	32
N.A. Both:	53
Total	1,011

a Total exceeds 100% because of multiple responses.

b Question on staff aid did not appear on the photo mail questionnaire.

Table B-82

REASONS FOR CONSULTING A LIBRARIAN FOR PATRONS IN DIFFERENT STATUS CATEGORIES[a] THE PHOTOGRAPHIC SERVICE[b]

	Guidance in Finding Appropriate Materials	Aid in Finding Specific Materials	Advice on Finding Listings of Materials	Help in Using Card Catalog and Other Guides	Some Other Assistance
Student	28.6%	39.3%	12.5%	14.3%	16.1%
Faculty	25.9[c]	29.6[c]	11.1[c]	11.1[c]	29.6[c]
Schoolteacher	27.8[c]	16.7[c]	5.6[c]	27.8[c]	27.8[c]
Employed by non-profit organization	30.0	33.3	16.7	30.0	26.7
Self-employed professional	30.4	55.4	17.9	21.4	16.1
Government employee	52.9[c]	35.3[c]	17.6[c]	35.3[c]	17.6[c]
Proprietor of own business	45.0[c]	50.0[c]	15.0[c]	15.0[c]	20.0[c]
Employed by private firm	29.5	49.7	13.3	13.3	18.5
Retired and unemployed	35.7[c]	21.4[c]	14.3[c]	21.4[c]	21.4[c]
Housewife	35.7[c]	50.0[c]	14.3[c]	42.9[c]	42.9[c]

Respondents:	481
Respondents not included:	10
N.A. Aid:	468
N.A. Status:	17
N.A. Both:	35
Total	1,011

---

a Categories omitted have too few cases for distribution. Totals exceed 100% because of multiple responses.

b Question on staff aid did not appear on the photo mail questionnaire.

c The number of cases is small and percentage figures must be used with caution.

Do patrons in certain occupational fields tend to ask for different kinds of assistance? Table B-84 indicates that, among those fields where there are enough cases for reliable data, respondents in the fields of humanities are less likely than others to request aid in locating a specific item and more likely to seek advice on how to find listings of appropriate materials while patrons from the creative arts are more likely than others to need help in using the card catalog and other guides.

Table B-84

REASONS FOR CONSULTING A LIBRARIAN FOR PATRONS IN DIFFERENT OCCUPATIONAL FIELDS[a]
THE PHOTOGRAPHIC SERVICE[b]

	Guidance in Finding Appropriate Materials	Aid in Finding Specific Materials	Advice on Finding Listings of Materials	Help in Using Card Catalog and Other Guides	Some Other Assistance
Sciences	28.6%	49.2%	7.9%	20.6%	17.5%
Social sciences	29.6[c]	29.6[c]	14.8[c]	25.9[c]	29.6[c]
Humanities	29.9	28.0	19.6	18.7	21.5
Creative arts	25.6	51.3	12.8	23.1	20.5
Business/commerce	28.9	52.3	14.1	10.9	18.0
Administration	37.9[c]	41.4[c]	17.2[c]	17.2[c]	13.8[c]
Law	33.3	50.0	6.3	14.6	20.8
Other	29.4[c]	41.2[c]	17.6[c]	29.4[c]	11.8[c]

Respondents:	458
N.A. Aid:	460
N.A. Field:	50
N.A. Both:	43
Total	1,011

a Totals exceed 100% because of multiple responses.
b Question on staff aid did not appear on the photo mail questionnaire.
c The number of cases is small and percentage figures must be used with caution.

REASON FOR USING THE RESEARCH LIBRARIES' PHOTOGRAPHIC SERVICES

Patrons of the mail service were asked to indicate why they had ordered their materials from The Research Libraries. The largest numbers of respondents report, as set forth in Table B-85, that they know from experience that the service is faster and more convenient than other methods of securing the material. Very few respondents consider the service cheaper.

Table B-85

REASON FOR USING THE RESEARCH LIBRARIES' PHOTO MAIL SERVICE[a,b]
THE PHOTOGRAPHIC SERVICE[c]

Only library holding material	16.2%		
Only library where material available	27.7		
Needed own copy of material	27.1		
Know from experience that service is:		Respondents:	814
faster	40.3	N.A.:	29
less expensive	6.2		
more convenient	40.7	Total	843

a Total exceeds 100% because of multiple responses.

b On the second printing of the questionnaire which was used during the last part of the summer survey and all of the fall survey another alternative, "no opinion" (i.e., company librarian placed the order), was added. Of the respondents who had the opportunity to do so, 3.4% indicated this alternative.

c Question did not appear on the photo walk-in questionnaire.

Do respondents who had tried to obtain the needed materials at another library first have the same reasons for ordering from The Research Libraries? Table B-86 on the following page indicates that the majority found The Research Libraries to be the only place where the materials were available had previously searched at another library. Interestingly, substantially more patrons who consider the service less expensive had tried to secure the materials elsewhere first (see Table B-85).

If the patron's purpose in ordering the material is examined in light of his reason for using the photo mail service, we find that respondents pursuing academic work are more likely than others to use the service at The Research Libraries because this is where the materials are available while those engaged in independent research are more likely to use these collections because they are the only ones having the needed materials. Respondents whose purpose is job connected are more likely to choose The Research Libraries because of the service (faster and more convenient). Those who are engaged in independent research or pursuing personal interest are more likely than others to need their own copy of the material. These data are shown in Table B-87 on page B-79.

Table B-86

REASONS PATRONS WHO HAD TRIED OTHER LIBRARIES USE THE RESEARCH LIBRARIES[a] THE PHOTOGRAPHIC SERVICE[b,c]

Only library with material		40.0%	Respondents:	760
Only library material available		71.9	N.A. Reason:	45
Need own copy of material		43.0	N.A. Tried Other:	26
Service:	faster	36.7	N.A. Both:	12
	less expensive	36.2		
	more convenient	30.5	Total	843

a Total exceeds 100% because of multiple responses.

b Percentage includes all patrons who tried at least one other library irregardless of the number of libraries tried.

c This question did not appear on the photo walk-in questionnaire.

Do those respondents who use the photo mail service frequently differ from the occasional users in their reasons for patronizing The Research Libraries? Most of the respondents who are ordering material for the first or second time are ordering either because the material is available at the Libraries or because they need their own copy to work with. Table B-88 on page B-80 shows clearly that the majority of patrons who order about once a month or more often use this service because it is fast and convenient.

Table B-87

REASONS PATRONS WITH DIFFERENT PURPOSES USE THE RESEARCH LIBRARIES[a] THE PHOTOGRAPHIC SERVICE[b]

	Unique Materials	Materials Available	Need Own Copy	Service is Faster	Service is Cheaper	Service is More Convenient
To pursue academic work	30.2%	48.8%	34.9%	17.4%	2.3%	14.0%
To undertake specific business project	12.8	27.6	24.6	43.5	6.6	44.9
To locate general materials related to business	9.2	22.4	41.8	49.0	10.2	59.2
To answer specific business question	10.6	23.2	31.0	57.0	7.0	55.2
To pursue independent research	45.0	20.0	65.0	35.0	15.0	32.5
To pursue personal interest	22.6	32.3	58.1	16.1	12.9	16.1

Respondents: 778
N.A. Reason: 54
N.A. Purpose: 8
N.A. Both: 3

Total 843

---

[a] Totals exceed 100% because of multiple responses.
[b] Question on reason for use did not appear on the photo walk-in questionnaire.

Table B-88

REASONS FREQUENT AND INFREQUENT PATRONS USE THE RESEARCH LIBRARIES[a] THE PHOTOGRAPHIC SERVICE[b]

	Unique Materials	Materials Available	Need Own Copy	Service is Faster	Service is Cheaper	Service is More Convenient
First or second order	26.0%	41.1%	38.4%	12.3%	4.1%	14.4%
Daily or several times a week	17.4	14.5	10.1	58.0	2.9	53.6
Weekly or several times a month	11.1	20.9	22.1	55.3	7.7	54.0
About once a month	14.8	22.5	24.9	45.0	7.7	53.3
Less Often	16.7	37.5	31.3	34.7	6.9	29.2

Respondents:	763
N.A. Frequency:	23
N.A. Reason:	31
N.A. Both:	26
Total	843

---

[a] Totals exceed 100% because of multiple responses.
[b] Question on reason for use did not appear on the photo walk-in questionnaire.

95-7-68

ATTENTION LIBRARIAN:

Please note that the librarian is not to complete this questionnaire but is asked to forward it to the individual who requested the enclosed material.

TO ALL USERS OF PHOTOGRAPHIC MAIL SERVICE

MAY WE HAVE A LITTLE OF YOUR TIME?

The New York Public Library requests a small effort from you for a survey which is of great importance to its Research Libraries. It is studying the usefulness to you of the photographic services provided by the Library.

It is essential that the responses to our questions be those of the ultimate user of the enclosed material, regardless of who placed the order. A return, self-addressed stamped envelope to the firm conducting the survey is enclosed for your convenience.

Thank you for your assistance.

— The Research Libraries of The New York Public Library —

TO ALL USERS OF PHOTOGRAPHIC SERVICE:

Every question can be answered by either writing in your response in the space provided, or by circling a number or letter to the right of the appropriate listed choice.

For example: You have--*(circle one)*
Ordered material to be copied.....①
Not ordered.......................2

You may ignore the numbers and letters in the far right-hand margin; they are used to help us process your answers.

---

1. Have you already answered this questionnaire for a previous order? *(circle one)*
Yes........1 11/R
No 2

EVEN IF YOU HAVE ANSWERED ONE OF THESE QUESTIONNAIRES FOR A PREVIOUS ORDER, PLEASE COMPLETE THE QUESTIONNAIRE FOR YOUR PURPOSE IN ORDERING THE MATERIAL RECEIVED TODAY.

---

2. Did you try to find the material you received today at some other library before ordering from The New York Public Library Photographic Service? How many other libraries did you try? *(circle one)*

Yes One Library	Yes Two Libraries	Yes Three Libraries	Yes More than Three	None	Don't Know	
1	2	3	4	5	6	12/R

IF YOU TRIED ANOTHER LIBRARY: Please indicate where you searched.*(circle all below which apply, both columns)*

Public Library in New York City
- Manhattan
  - Donnell Library Center............1
  - Other Branch......................2
- The Bronx
  - Fordham Library Center............3
  - Other Branch......................4
- Brooklyn
  - Central (Grand Army Plaza).........5
  - Business Library..................6
  - Other Branch......................7
- Queens
  - Central Library (Jamaica)..........8
  - Other Branch......................9
- Staten Island
  - St. George Library Center..........0
  - Other Branch......................x

Community College Library.........1 13/R

College or University Library
- Columbia.......................2
- CUNY (4 yr. or graduate only..3
- New York University...........4
- SUNY (all units)..............5
- Other.........................6

Public Library Outside N.Y. City
- Nassau or Suffolk County......7
- Westchester County............8
- Rockland, Orange, Putnam, Sullivan, Ulster, Dutchess, Columbia, or Greene Counties in New York..................9 14/R
- Other New York Counties.......0
- Connecticut...................x
- New Jersey....................y

Business Library...1 15/R
Medical, Law, Historical, Other Research Library.....................2
New York State Library...3
Other *(specify)*____.....4

12. *Continued*

B. Was the material you received today ordered in connection with--? *(circle one)*

Teaching duties..1 28/R
Research not connected with work for a degree..........2
Preparation for doctoral courses or examinations.......3
Research for doctoral dissertation.....................4
Work for a professional degree (MD, LLB, MAT, etc.)....5
Courses or thesis for master's degree..................6
Courses or papers for bachelor's degree................7
Courses or assignments for a community college.........8
None of the above......................................9

C. FOR STUDENTS ONLY: Toward what degree are you working? *(circle one)*

Doctorate	Arts and Science Master's	Professional (LLB, MD, MAT, MBA, etc.)	Bachelor's	Associate or Community College Diploma	None of These	
1	2	3	4	5	6	29/R

D. Which of the following describes you? *(circle one)*

Full-time student..............1 30/R
Part-time student..............2

— *THANK YOU FOR YOUR HELP* —

If you did not receive a return envelope, please mail your completed questionnaire to:
Nelson Associates, Inc., 845 Third Ave., New York, New York 10022

DID YOUR ATTEMPTS to locate this material elsewhere include requests for interlibrary loan? *(circle one)*

Yes.........1

No 2

16/R

---

3. Why did you order the material you received today? *(circle all below which apply)*

17/R

In connection with a research or development project for my business, job or firm.........1

To find the answer to a specific question related to my business, job or firm.....2

To locate general material related to the field of my business, job or firm (professional browsing, etc.).........3

To pursue academic work.........4

To pursue individual research not connected with my work for any institution or firm.........5

To pursue a personal interest.........6

---

4. Why did you order the material you received today from The New York Public Library Photographic Services? *(circle all below which apply)*

18/R

Because it is the only library that has this material.........1

Because it is the only library in which I found the material available........2

Because I needed to work with my own copy of the material.........3

Because, from past experience, I have found that the Photographic Service of The New York Public Library is:

Faster.........4

Less expensive.........5

More convenient.........6

No opinion.........7

---

5. About how often do you order material to be copied from The New York Public Library's Research Libraries? *(circle one)*

19/R

This is my first or second time......1

Daily or several times a week........2

Weekly or several times a month......3

About once a month.........4

Less often.........5

Don't know.........6

---

6. In general, how would you characterize the usefulness of the materials you received today? *(circle one)*

20/R

Extremely useful.........1

Useful.........2

Partially useful.........3

Not useful.........4

No opinion.........5

---

7. Did you know that private benefactors are the major sources of financial support for The Research Libraries of The New York Public Library? *(circle one)*

21/R

Yes.........1

No 2

Are you--? *(circle the response which best describes your occupation or status)*

A student..............................1

A college or university faculty member.....................2

A school teacher......................3

Employed by a non-profit organization.......................4

Government employee (other than teacher or military)..............5

Self-employed professional........6

Proprietor of your own business...7

Employed by private company or firm.......................8

Retired or unemployed............9

Housewife.........................0

Member of the armed forces........x

Other *(specify)*_______________...y

22/R

. What is your occupational field (if you are a student, what is your intended career field)? If you are engaged in higher education teaching or research, what is your subject area? If not working, indicate what it is you do when employed. *(circle one: the response which best describes your field)*

Advertising, Public Relations..........A

Accounting.............................B

Architecture, City Planning............C

Banking, Finance.......................D

Biological Sciences....................E

Clerical, Secretarial..................F

College or University Administration...G

Communications, Radio, TV.............H

Demography, Population Study...........I

Education: school teaching and administration.................J

Engineering............................K

Foreign Service........................L

Graphic or Fine Arts...................M

Health Professions (medical, etc.).....N

Humanities.............................O

Industrial Relations, Personnel........P

Journalism.........................Q

Law................................R

Library Science....................S

Management.........................T

Marketing, Market Research........U

Performing Arts....................V

Physical Sciences, Math...........W

Psychology.........................X

Public Administration.............Y

Publishing, Printing..............Z

Real Estate, Insurance............1

Religion, Theology................2

Sales: retail, wholesale.........3

Skilled or Unskilled Work.........4

Social Sciences...................5

Social Work, Recreation...........6

Writing...........................7

23/R

---

10. What is the highest academic degree you now hold? *(circle one)*

Doctorate (PhD, EdD, ScD, etc.).....................1

Master's in arts and sciences......................2

Professional degree (MD, LLB, MAT, MBA, etc.)......3

Bachelor's degree..................................4

Associate or community college diploma.............5

Degree below community college level...............6

24/R

1. Where do you live? Where do you work? *(circle one in each column)*

	RESIDENCE	EMPLOYMENT	
Manhattan	A	A	25/R
The Bronx	B	B	
Brooklyn	C	C	
Queens	D	D	
Staten Island	E	E	
Nassau or Suffolk Counties	F	F	
Westchester County	G	G	
Rockland, Orange, Putnam, Sullivan, Dutchess, Ulster, Columbia, Greene Counties	H	H	
Other counties of New York State	I	I	
New Jersey: metropolitan New York area	J	J	
New Jersey: non-metropolitan New York area	K	K	
Connecticut	L	L	
Pennsylvania	M	M	
Other *(specify)* ______________	N	N	26/R

IF YOU ARE A FACULTY MEMBER OR A STUDENT, PLEASE ANSWER QUESTION 12. IF YOU ARE NOT, YOUR QUESTIONNAIRE IS COMPLETE. THANK YOU FOR YOUR EFFORT ON BEHALF OF THE LIBRARY. PLEASE RETURN THE QUESTIONNAIRE IN THE ENCLOSED SELF-ADDRESSED STAMPED ENVELOPE.

12. IF YOU ARE A FACULTY MEMBER OR A STUDENT (INCLUDING POST-DOCTORAL):

A. Please identify the institution with which you are associated: *(circle one)*

Columbia	1	27/R
CUNY (Graduate Division, 42nd St.)	2	
CUNY (Baruch, Brooklyn, City, Hunter, Lehman, Queens, community colleges)	3	
Fordham	4	
Long Island University	5	
New York University	6	
Rutgers	7	
St. John's University	8	
SUNY at Stony Brook	9	
SUNY (all other units)	0	
Other *(specify)* ______________	X	

(PLEASE TURN QUESTIONNAIRE OVER FOR PAGE 5)

95-7-68

TO ALL USERS OF QUICK-PHOTOCOPY SERVICE

MAY WE HAVE A LITTLE OF YOUR TIME?

The New York Public Library requests a small effort from you for a survey which is of great importance to its Research Libraries. It is surveying the usefulness to you of the photocopying services provided by the Library. Will you help by spending five minutes answering this questionnaire? A box is provided for deposit of the completed questionnaire as you collect your copied materials.

Thank you for your assistance.

— The Research Libraries of The New York Public Library —

DEAR PHOTOCOPY PATRON:

Every question can be answered by either writing in your response in the space provided, or by circling a number or letter to the right of the appropriate listed choice.

For example: You are now--*(circle one)*
In The New York Public Library. [✓ 1]
Somewhere else.......................2

You may ignore the numbers and letters in the far right-hand margin; they are used to help us process your answers. Thank you.

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1. Have you already answered this questionnaire on a previous visit? *(circle one)*

Yes.......1 — 11/R
No........2

EVEN IF YOU HAVE ANSWERED ONE OF THESE QUESTIONNAIRES ON A PREVIOUS VISIT, PLEASE COMPLETE THE QUESTIONNAIRE FOR YOUR PURPOSE IN HAVING MATERIAL PHOTOCOPIED TODAY.

2. What type of material are you having photocopied? *(circle all below which apply)* — 12/R

Books or Monographs	1	Patents	7
Government Publications	2	Periodicals	8
Maps	3	Photographs	9
Music Scores	4	Pictures or Prints	0
Newspapers, Clippings	5	Posters, Playbills, etc.	x
Pamphlets	6	Other *(specify)*__________	y

3. What division(s) of the library supplied the materials you are having photocopied? *(circle all below which apply)* — 13/R, 14/R

Division	*Room*	*Please Circle*	*Division*	*Room*	*Please Circle*
American History	315A	1	Maps	117	x
Art and Architecture	313	2	Microfilms	315M	y
Central Children's Room	78	3	Oriental Division	219	1
Economics and Sociology	228	4	Periodicals	108	2
Genealogy and Local History	315G	5	Picture Collection	73	3
Jewish Division	84	6	Science and Technology	121	4
Lincoln Center: Dance		7	Slavonic Division	217	5
Lincoln Center: Music		8	43rd Street Annex: Newspapers		6
Lincoln Center: Theatre		9	43rd Street Annex: Patents		7
Main Reading Room	315	0	43rd Street Annex: Other subjects		8
			Other *(specify)*__________		9

4. When you came to the library today, were you looking for--? *(circle all below which apply)* — 15/R

Material on a particular subject but uncertain as to the title, author, periodical, etc.......................1

Specific title, author, periodical, etc....................2

Neither specific subject nor item..........................3

Did you try to find the material you are having photocopied today at some other library before coming here? How many other libraries did you try? *(circle one)*

Yes One Library	Yes Two Libraries	Yes Three Libraries	Yes More than Three	None	
1	2	3	4	5	16/R

IF YOU TRIED ANOTHER LIBRARY: please indicate where you searched *(circle all below which apply, both columns)*

Public Library in New York City
- Manhattan
  - Donnell Library Center............1 17/R
  - Other Branch....................2
- The Bronx
  - Fordham Library Center............3
  - Other Branch....................4
- Brooklyn
  - Central (Grand Army Plaza).......5
  - Business Library................6
  - Other Branch....................7
- Queens
  - Central Library (Jamaica)........8
  - Other Branch....................9
- Staten Island
  - St. George Library Center........0
  - Other Branch....................x

Community College Library.............1

College or University Library
- Columbia..........................2
- CUNY (4 yr.or graduate only).....3
- New York University...............4
- SUNY (all units)..................5
- Other.............................6

Public Library Outside New York City
- Nassau or Suffolk County..........7
- Westchester County................8
- Rockland, Orange, Putnam, Sullivan, Ulster, Dutchess, Columbia, or Greene Counties in New York...............9 18/R
- Other New York Counties...........0
- Connecticut.......................x
- New Jersey........................y

Business Library..1 19/R

Medical, Law, Historical, Other Research Library..........2

New York State Library....................................3

Other *(specify)*________________________________.....4

DID YOUR ATTEMPTS to locate this material elsewhere include requests for interlibrary loan? *(circle one)* 20/R
- Yes..........1
- No...........2

6. For what purpose do you expect to use the materials you are having photocopied today? *(circle all below which apply)*

- To pursue academic work...1 21/R
- To undertake a specific project for my business, job, or firm...........2
- To locate general material related to my business, job, or profession (personal advancement, professional browsing, etc.).........3
- To pursue individual research not connected with my work for any institution or firm.............................4
- To pursue a personal interest...................................5

7. About how often do you have materials photocopied in The New York Public Library? (Include visits to Lincoln Center and 43rd St. Annex) *(circle one)*

22/R

This is my first or second time.........1
Daily or several times a week...........2
Weekly or several times a month.........3
About once a month......................4
Less often..............................5

8. If a librarian helped you locate the material you are having photocopied today, did you ask for--? *(circle all below which apply)*

23/R

Guidance on where to find the materials appropriate to your subject...........1
Guidance on where to find specific material...................................2
Advice on how to find listings of appropriate material........................3
Help in using the card catalog, other guides (indexes, abstracts, etc.).......4
Some other assistance...5

9. Did you know that private benefactors are the major sources of financial support for The Research Libraries of The New York Public Library? *(circle one)*

24/R

Yes..........1
No...........2

10. What is the highest academic degree you now hold? *(circle one)*

25/R

Doctorate (PhD, EdD, ScD, etc.).......................1
Master's in arts and sciences.........................2
Professional degree (MD, LLB, MAT, MBA, etc.).........3
Bachelor's degree.....................................4
Associate or community college diploma................5
Degree below community college level...................6

11. Are you--? *(circle the response which best describes your occupation or status)*

26/R

A student........................1
A college or university faculty member..............2
A schoolteacher................3
Employed by a non-profit organization................4
Self-employed professional.....5
Government employee (other than teacher or military)........6
Proprietor of your own business.........7
Employed by private company or firm.....8
Retired or unemployed...................9
Housewife...............................0
Member of the armed forces..............x
Other *(specify)*____________________...y

6

12. What is your occupational field or, if you are a student, what is your intended career field? If you are engaged in higher education teaching or research, what is your subject area? If not working, indicate what it is you do when employed. *(circle one: the response which best describes your field)*

27/R

Advertising, Public Relations..........A
Accounting..............................B
Architecture, City Planning.............C
Banking, Finance........................D
Biological Sciences.....................E
Clerical, Secretarial...................F
College or University Administration....G
Communications, Radio, TV...............H
Demography, Population Study............I
Education: school teaching and administration...........J
Engineering.............................K
Foreign Service.........................L
Graphic or Fine Arts....................M
Health Professions (medical, etc.)......N
Humanities..............................O
Industrial Relations, Personnel.........P

Journalism..............................Q
Law.....................................R
Library Science.........................S
Management..............................T
Marketing, Market Research..............U
Performing Arts.........................V
Physical Sciences, Math.................W
Psychology..............................X
Public Administration...................Y
Publishing, Printing....................Z
Real Estate, Insurance..................1
Religion, Theology......................2
Sales: retail, wholesale................3
Skilled or Unskilled Work...............4
Social Sciences.........................5
Social Work, Recreation.................6
Writing.................................7

13. Where do you live? Where do you work? *(circle one in each column)*

	RESIDENCE	EMPLOYMENT	
Manhattan	A	A	28/R
The Bronx	B	B	
Brooklyn	C	C	
Queens	D	D	
Staten Island	E	E	
Nassau or Suffolk Counties	F	F	
Westchester County	G	G	
Rockland, Orange, Putnam, Sullivan, Dutchess, Ulster, Columbia, Greene Counties	H	H	
Other counties of New York State	I	I	
New Jersey: metropolitan New York area	J	J	
New Jersey: non-metropolitan New York area	K	K	
Connecticut	L	L	
Pennsylvania	M	M	29/R
Other *(specify)*____________________	N	N	

- *PLEASE TURN QUESTIONNAIRE OVER FOR PAGE 5* -

IF YOU ARE A STUDENT OR FACULTY MEMBER, PLEASE PROCEED TO QUESTION 14. IF YOU ARE NOT, YOUR QUESTIONNAIRE IS COMPLETE. THANK YOU FOR YOUR EFFORT ON BEHALF OF THE LIBRARY.

14. IF YOU ARE A STUDENT (INCLUDING POST-DOCTORAL) OR FACULTY MEMBER:

A. Please identify the institution with which you are associated: *(circle one)* 30/R

Columbia..............................1
CUNY (Graduate Division, 42nd St.).....2
CUNY (Baruch, Brooklyn, City, Hunter, Lehman, Queens, community colleges)..................3
Fordham................................4
Long Island University.................5
New York University.........6
Rutgers.....................7
St. John's University.......8
SUNY at Stony Brook.........9
SUNY (all other units)......0
Other *(specify)*____________
_________________________....x

B. Is the material you are having photocopied today connected with--? *(circle one)* 31/R

Teaching duties..................................1
Research not connected with work for a degree............2
Preparation for doctoral courses or examinations.........3
Research for doctoral dissertation.......................4
Work for a professional degree (MD, LLB, MAT, etc.)......5
Courses or thesis for master's degree....................6
Courses or papers for bachelor's degree..................7
Courses or assignments for a community college...........8
None of the above..9

C. FOR STUDENTS ONLY: Toward what degree are you working? *(circle one)*

Doctorate	Arts and Science Master's	Professional (LLB, MD, MAT, MBA, etc.)	Bachelor's	Associate or Community College Diploma	None of These	
1	2	3	4	5	6	32/R

D. Which library do you generally use more often? *(circle one)*

E. Which library is more convenient to get to? *(circle one)*

	College or University Library	The New York Public Library	Each About Equally Often	
D.	1	2	3	33/R
E.	4	5	6	

...THANK YOU FOR YOUR HELP...

Appendix C

THE REFERENCE LETTERS SURVEY

Correspondence received by The Research Libraries which requires a reference search is processed in one of two ways: either it is sent to a division to be answered or it is answered in the Libraries' administrative offices. If a request received or processed during the sample period was sent to a division, those staff responsible for replying to it filled out a questionnaire entitled "Questionnaire on Reference Letters Worked on by Divisions." When sending the reply to the patron, a questionnaire entitled "User Mail Reference" was enclosed for the patron to complete. If a reference request could not or did not need to be sent to a division, the administrator responsible for that decision completed a form entitled "Reference Letter Requests That Are Not Sent to a Division." Therefore, some data are available for every reference letter processed by The Research Libraries. Copies of the three questionnaires referred to above may be found at the end of this appendix.

Reference letters received by The Research Libraries during five days in the spring of 1968 (May 15, 17, 21, 23, and 27) constituted the first sample. However, since the number of reference letters received during that period was too small to support reliable analyses, a ten-day extension (July 19, 22 through 26, 29, 30, 31, and August 1 at Lincoln Center, and July 8 through 12, and 15 through 19 at 42nd Street) of this initial sampling was deemed necessary. Moreover, the sampling procedure was altered slightly to include all reference letters actually processed, rather than just those received during the ten-day period. The fall sample (ten days) was taken during the weeks of September 30 and October 11. Again, all reference letters actually processed were included in the sample.

During the entire 25-day sampling period, 407 patrons requested information. Of these requests, 58% were sent to a division and 42% were not. Sixty percent of the user questionnaires that were enclosed with each reply made by a division were completed and returned by the patrons.

REFERENCE LETTERS PROCESSED BY A DIVISION

Most (74%) of the 236 reference letters which were forwarded to a division for answering were handled by those located at 42nd Street. Six letters sent to a division were not processed in time to be included in this report. Therefore, the data below refer to the questionnaires filled out by librarians answering the 230 reference letters that were completed.[1] All discussions, unless otherwise noted, refer to both

---

[1] Note that the 230 reference letters generated more than 230 librarian questionnaires, since more than one librarian could work on a given reference letter.

Table C-1

DIVISIONS PROCESSING REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
Divisions	Number Processed	Percent	Number Processed	Percent	Number Processed	Percent
Administrative Office[a]	3	1.6%	3	4.8%	6	2.4%
American History	7	3.8	0	0.0	7	2.9
Annex	10	5.5	0	0.0	10	4.1
Arents	3	1.6	0	0.0	3	1.2
Art & Architecture	9	4.9	0	0.0	9	3.7
Berg	3	1.6	0	0.0	3	1.2
Children's	1	0.5	0	0.0	1	0.4
Economics & Sociology	8	4.4	0	0.0	8	3.3
Information	39	21.3	0	0.0	39	15.9
Jewish	4	2.2	0	0.0	4	1.6
Lincoln Center						
Dance	0	0.0	9	14.5	9	3.7
Music	0	0.0	25	40.3	25	10.2
Rodgers & Hammerstein	0	0.0	1	1.6	1	0.4
Theater	0	0.0	24	38.7	24	9.8
Local History and Genealogy	27	14.8	0	0.0	27	11.0
Manuscripts	22	12.0	0	0.0	22	9.0
Maps	8	4.4	0	0.0	8	3.3
Oriental	2	1.1	0	0.0	2	0.8
Periodicals	1	0.5	0	0.0	1	0.4
Photographic	3	1.6	0	0.0	3	1.2
Prints	9	4.9	0	0.0	9	3.7
Rare Book	11	6.0	0	0.0	11	4.5
Science & Technology	5	2.7	0	0.0	5	2.0
Slavonic	8	4.4	0	0.0	8	3.3
Total	183	99.8%	62	99.9%	245[b]	100.0%

[a] Although this is technically not a "division" in itself, six librarians gave this response.

[b] This total exceeds the number of letters because a request was sometimes processed by more than one division.

[c] This division is a part of The Branch Libraries, not The Research Libraries.

Lincoln Center and 42nd Street taken together, although the data are presented in the tables for each section individually as well.

The "Questionnaire on Reference Letters Worked on by Divisions" sought information on which division(s) and librarians(s) had processed the particular request. Data for all divisions are presented in Table C-1. The Information Division at 42nd Street processed more requests than any other single division. The Local History and Genealogy Division, Music Division, Theater Collection and the Manuscript Division each processed from 9% to 11% of the 230 reference letters. None of the other divisions dealt with any more than 4.5% of the requests, and the following divisions processed the smallest: Oriental Division (0.8%), Periodicals Division (0.4%), and the Rodgers and Hammerstein Archives (0.4%).

What types of personnel were actually involved in filling these requests? ~~Table C-2 indicates~~ that librarians rather than library technical assistants fill most of the requests. (The number of librarians exceeds the number of requests because more than one librarian may work on a single request.) Those classified as LI through LV constitute 75% of all personnel involved in filling reference requests. Within the latter

Table C-2

PERSONNEL FILLING REFERENCE REQUESTS

Job Class	42nd Street Number of Personnel Responding	42nd Street Percent	Lincoln Center Number of Personnel Responding	Lincoln Center Percent	Total Number of Personnel Responding	Total Percent
L I	32	18.1%	10	16.4%	42	17.7%
L II	51	28.8	17	27.9	68	28.6
L III	39	22.0	5	8.2	44	18.5
L IV	5	2.8	5	8.2	10	4.2
L V	14	7.9	0	0.0	14	5.9
LTA I	7	4.0	2	3.3	9	3.8
LTA II	12	6.8	2	3.3	14	5.9
LTA III	6	3.4	4	6.6	10	4.2
LTA IV	2	1.1	0	0.0	2	0.8
Curator	2	1.1	14	23.0	16	6.7
Executive Assistant	1	0.6	0	0.0	1	0.4
"Librarian"	3	1.7	1	1.6	4	1.7
Chief of Division	3	1.7	0	0.0	3	1.3
Volunteer	0	0.0	1	1.6	1	0.4
Total	177	100.0%	61	100.1%	238	100.1%

group those classified as LI, LII, or LIII constitute the largest proportion, with librarians of rank LII being the singularly largest group.

All those who worked on a reference letter were asked whether they would classify the procedures employed to fill that request as "ready reference" or "extensive search." About one-third of those at 42nd Street who worked on these reference letters said that the requests involved extensive searching, while slightly less than one-quarter of those at Lincoln Center indicated this. Table C-3 presents the data.

Table C-3

FILLING PROCEDURES FOR REFERENCE REQUESTS

	42nd Street		Lincoln Center		Total	
	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent
Ready reference	120	66.3%	42	76.4%	162	68.6%
Extensive search	61	33.7	13	23.6	74	31.4

Filling reference letter requests may involve a number of different steps. For this reason, the Libraries' personnel could check more than one alternative for each request in describing the steps they had taken to satisfy it. Table C-4 shows that almost two-thirds of the responding personnel at 42nd Street consulted a catalog, while slightly less than half of those at Lincoln Center did so. About one-quarter of all responding personnel consulted other staff members, while a minority tried outside sources. One-third of those at 42nd Street who worked on these reference letters took "other" steps, while more than half at Lincoln Center did so.

What kinds of sources were consulted in order to answer a reference letter? Divisional files were consulted most frequently at 42nd Street (38%). The same is true at Lincoln Center, but to a much greater degree (54%). Reference books were the next most frequently consulted source and were used to approximately the same degree at both locations. Bibliographies and "other" materials were each used by 18% to 20% of all responding personnel. "Material on the subject" was utilized more frequently by 42nd Street staff (26%)·than by those at Lincoln Center (18%). Table C-5 gives all the data.

Table C-4

STEPS TAKEN IN FILLING REQUESTS* REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent
Consulted catalog	124	64.6%	30	48.4%	154	60.6%
Consulted other staff members or superiors	49	25.5	16	25.8	65	25.6
Consulted sources outside the library	7	3.7	4	6.5	11	4.3
Other	65	33.9	35	56.5	100	39.4

* Total exceeds 100% because of multiple responses.

Table C-5

SOURCES CONSULTED IN FILLING REQUESTS* REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent
Reference Books	55	33.1%	18	31.6%	73	32.7%
Bibliographies	33	19.9	11	19.3	44	19.7
Divisional files	63	38.0	31	54.4	94	42.2
Material on the subject	43	25.9	10	17.5	53	23.8
Other	30	18.1	11	19.3	41	18.4

* Total exceeds 100% because of multiple responses.

Are The Research Libraries able to fill these requests? Lincoln Center personnel filled more than half of the requests "completely" (52%), while personnel at 42nd Street filled three-fifths (60%). Another one-quarter to one-third at both locations were filled "in part." As shown in Table C-6, a minority could not be filled at all (slightly more than one out of every ten at both locations).

Table C-6

EXTENT TO WHICH REQUESTS WERE FILLED
REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent
Completely	109	60.2%	31	51.7%	140	58.1%
In part	50	27.6	21	35.0	71	29.5
Not at all	22	12.2	8	13.3	30	12.4

If a request was filled "in part" or "not at all," why was it classified as such? Of the 102 cases in this group, three-fifths were requests for information that could not be found. In another 21% of the cases, the information requested did not fall within the subject responsibility of the particular division. More than one out of every ten letters (13%) were not filled completely because doing so would have been too time consuming. In a minority of cases, copyright clearance was needed (5%) or the request should have been rejected initially (2%). Table C-7 shows the breakdown for all data.

Table C-7

REASONS WHY REQUESTS WERE NOT FILLED COMPLETELY
REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Personnel Responding	Percent	Number of Responding Personnel	Percent	Number of Personnel Responding	Percent
Information not found	47	62.7%	14	51.9%	61	59.8%
Information not in subject responsibility	14	18.7	7	25.9	21	20.6
Copyright clearance required	2	2.7	3	11.1	5	4.9
Too time consuming	10	13.3	3	11.1	13	12.7
Should have been rejected	2	2.7	0	0.0	2	2.0
Total	75	100.1	27	100.0	102	100.0

How long did it take divisions to process these reference letter requests?[2] Slightly less than half of the total were filled in 20 minutes or less. However, proportionately more requests at Lincoln Center required from one to 20 minutes while proportionately more of those processed at 42nd Street required 21 minutes to more than an hour as is evident in Table C-8.

Table C-8

TIME REQUIRED FOR DIVISIONS TO FILL REQUESTS[a]
REFERENCE LETTERS

Time Required	42nd Street Number of Requests	42nd Street Percent	Lincoln Center Number of Requests	Lincoln Center Percent	Total Number of Requests	Total Percent
1 - 10 minutes	39	22.4%	13	25.0%	52	23.0%
11 - 20 minutes	37	21.3	15	28.9	52	23.0
21 - 30 minutes	35	20.1	9	17.3	44	19.5
31 - 60 minutes	35	20.1	8	15.4	43	19.0
More than 1 hour	28	15.1	7	13.5	35	15.5
Total	174	100.0%	52	100.1%	226[b]	100.0%

[a] In those instances in which more than one librarian contributed to filling a request, the total time spent by the librarians together is used. This occurred in 15 (8.6%) cases at 42nd Street, and once (1.9%) at Lincoln Center (total: 16 cases, or 7.1%).

[b] On four questionnaires this question was not answered.

Finally, the questionnaire asked if the request was sent to another division in The New York Public Library Research Libraries. Usually the reply was negative (84.0%), as shown in Table C-9. Of the minority sent to another division (16%), a good number were sent to the Photographic Service. This is not surprising, since many reference letters are best answered by sending xerocopies of sources supplying the requested information.

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[2] Processing times in the administrative offices are not included in the figures in Table C-8. Available information indicates that each request sent to a division requires a total of about 30 minutes staff attention in the administrative offices [time spent prior to sending a request to a division plus time spent processing the reply of the division(s)].

Table C-9

DISPOSITION OF REQUESTS
REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent	Number of Personnel Responding	Percent
Requests sent elsewhere	29	16.4%	9	14.8%	28	16.0%
Requests not sent elsewhere	148	83.6	52	85.2	210	84.0
Total	177	100.0%	61	100.0%	238	100.0%

USER MAIL REFERENCE

A total of 137 users returned a completed questionnaire. This represents 60% of all users to whom a questionnaire was sent along with the reply to their reference letter request. Table C-10 shows that three out of every four user returns came from patrons whose reference letter was processed at 42nd Street.

Table C-10

VOLUME OF USER MAIL REFERENCE
QUESTIONNAIRE RETURNS

Location	Number of Responding Patrons	Percent
42nd Street	102	74.5%
Lincoln Center	35	25.5
Total	137	100.0%

Patrons were asked if they had tried to find the requested information at some other library prior to writing to The New York Public Library Research Libraries. Almost three-fifths of all patrons (59%) replied in the affirmative, as may be seen in Table C-11.

Table C-11

EXTENT TO WHICH OTHER LIBRARIES WERE TRIED PREVIOUSLY
REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Yes	61	59.8%	19	55.9%	80	58.8%
No	41	40.2	15	44.1	56	41.2
Total	102	100.0%	34	100.0%	136	100.0%

Those patrons who did search at other libraries were asked how many others they had tried. The results are presented in Table C-12. Almost three-fifths (59%) had tried one or two others, and 16.3% tried three. One out of every five patrons (20.0%) had previously searched at four or more libraries.

Table C-12

NUMBER OF OTHER LIBRARIES TRIED PREVIOUSLY[a]
REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
Number of Libraries Tried	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
One	19	31.1%	3	15.8%	22	27.5%
Two	13	21.3	12	63.2	25	31.3
Three	13	21.3	0	0.0	13	16.3
Four or more	12	19.7	4	21.1	16	20.0
Total	57	93.4[b]	19	100.1%	76	95.1%[b]

[a] Percentages are based on the number of respondents who had actually tried other libraries, not the total sample.

[b] In this column percentages do not total 100.0% because four patrons at 42nd Street (6.6% of the latter, comprising 4.9% of the total) indicated that they had tried other libraries but did not specify how many.

Which other libraries did these patrons try? The majority (53%) tried libraries outside of the New York City metropolitan area. This is expected, since people generally would not write to The New York Public Library Research Libraries if they could conveniently visit it in person. The other significantly large group of patrons in Table C-13 are those who tried "other" college or university libraries (30.8%).

Table C-13

SPECIFIC LIBRARIES TRIED PREVIOUSLY
REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Public library in New York City	1	1.1%	0	0.0%	1	1.0%
Special business library	1	1.1	0	0.0	1	1.0
Medical, law, historical, other research library	2	2.2	1	7.1	3	2.9
College or university library						
Columbia	4	4.4	0	0.0	4	3.8
CUNY	0	0.0	0	0.0	0	0.0
NYU	0	0.0	0	0.0	0	0.0
SUNY	1	1.1	0	0.0	1	1.0
Other	28	31.1	4	28.6	32	30.8
Public library outside New York City						
Nassau or Suffolk County	1	1.1	0	0.0	1	1.0
Westchester County	0	0.0	0	0.0	0	0.0
Rockland, Orange, Putnam, Sullivan, Ulster, Dutchess, Columbia, or Greene Counties in New York	0	0.0	0	0.0	0	0.0
Other New York Counties	2	2.2	0	0.0	2	1.9
Connecticut	1	1.1	0	0.0	1	1.0
New Jersey	3	3.3	0	0.0	3	2.9
Other	46	51.1	9	64.3	55	52.9
Total	90	99.8%	14	100.0%	104	100.2%

Did these users check other organizations to see if they could provide the information sought before writing The Research Libraries? Table C-14 indicates that about two out of every five patrons (38%) did try organizations other than libraries.

Table C-14

EXTENT TO WHICH ORGANIZATIONS OTHER THAN LIBRARIES WERE TRIED PREVIOUSLY
REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Yes	40	40.4%	11	32.4%	51	38.3%
No	59	59.6	23	67.6	82	61.7
Total	99	100.0%	34	100.0%	133	100.0%

Space was provided for patrons to indicate the specific organizations they had tried. The following were identified:

A.M.P.A.S.
Association of Am. R. R.
Betat
Book publishers
Bookstores*
British Museum*
Bureau of National Statistics (Albany)
Burley Tobacco Assn. (Kentucky)
Census Bureau (Genealogy)
Census Bureau (Kansas)
Civil Aeronautics Board
Costume Institute
Dealers in old books
Department of Health, Education, and Welfare Archives
Embassy of Czechoslovakia
Executor to the Hughes Estate (Prints)
Faculty members, researchers, and other individuals*
Georgia Archives (Genealogy)
Harper's, Inc.
Historical Societies (unspecified)*
Historical Society, Mass. (Genealogy)
Italian Consulate
Jabetinsky Institute
Juilliard School of Music
Kentucky Historical Society
Libraries cited in Asch's Subject Collections (estimated: 5)
Magazines*
Metropolitan Museum of Art
Midtown Magazines, Inc. (Prints)
Museum of the City of New York*
Museums*
Musical Box Society (Philadelphia)
National Archives (Washington)*
National Genealogical Society
National Heraldic & Insignia Reg., Oakland, Calif. (Genealogy)

* Mentioned by more than one person.

New England Historical Society (Genealogy)
New York Genealogical and Biographical Society*
New York Historical Society*
New York newspaper obituaries, vital statistics
Newspapers*
Patent Office - chemical abstracts
Peabody Museum of Salem, Mass.
Quigley Publications
Schenectady County Historical Society
Schenectady Historical Society
Screen Actors Guild (New York)
Screen Producers Guild
Senate House Museum in Kingston
Union List
University of Indiana Audio-Visual Service
University of Utah Audio-Visual Service
Zionist Revisionists

* Mentioned by more than one person.

Patrons were asked to indicate their purpose in writing for the particular information. Reference letter patrons of 42nd Street and Lincoln Center differed significantly in only two respects. Proportionately more patrons of Lincoln Center were pursuing academic work, while proportionately more of those whose requests were filled at 42nd Street were pursuing a personal interest. When all patrons are considered, regardless of where their request was processed, Table C-15 shows that the majority seek information in connection with academic work or personal interests. Fewer write in for information related to a specific job or business project. The group pursuing individual research ranks fourth. Relatively few write in for general material related to business, job profession or personal advancement.

Table C-15

PURPOSE IN MAKING REQUEST
REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Academic work	29	28.4%	14	40.0%	43	31.4%
Specific business project	17	16.7	8	22.8	25	18.2
General material	6	5.9	3	8.6	9	6.6
Individual research	14	13.7	5	14.3	19	13.9
Personal interest	36	35.3	5	14.3	41	29.9
Total	102	100.0%	35	100.0%	137	100.0%

How often do these patrons write the Libraries seeking reference information? Table C-16 shows that the majority were writing for the first or second time (76%). No one writes weekly or several times per month, and only 2% write once a month. The remainder correspond less often than once a month. The major difference between patrons whose requests were filled at 42nd Street and those served by Lincoln Center is that the latter are more likely to be first or second-time users, while more of the former write "less often" than once a month. To summarize: no one writes very often and proportionately more of the Lincoln Center users are "new" (first or second-time users) patrons of the reference letter service.

Table C-16

FREQUENCY OF USE, REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
First or second time	75	73.5%	29	82.9%	104	75.9%
Once a month	1	1.0	2	5.7	3	2.2
Weekly or several times per month	0	0.0	0	0.0	0	0.0
Less often	26	25.5	4	11.4	30	21.9
Total	102	100.0%	35	100.0%	137	100.0%

Patrons were asked whether they knew "that private benefactors are the major sources of financial support for The Research Libraries?" Table C-17 shows the answers to this question. Less than half (44%) were aware of the sources of support.

Table C-17

KNOW THE SOURCES OF FINANCIAL SUPPORT
OF THE RESEARCH LIBRARIES
REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Yes	44	43.1%	12	50.0%	56	44.4%
No	58	56.9	12	50.0%	70	55.6
Total	102	100.0%	24	100.0%	126	100.0%

Occupational status categories were presented on the questionnaire. It is evident from Table C-18 that the largest single group of patrons (42%) is made up of those connected with academics in general (college or university faculty members, 29%; students, 9%; and schoolteachers, 4%). Thirteen percent are retired or unemployed and slightly fewer (12%) are employed by a non-profit organization. No other occupation was indicated by more than 12 patrons. Table C-18 gives the detailed breakdown.

Table C-18

STATUS OF RESPONDING REFERENCE LETTER PATRONS

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Student	9	8.8%	3	8.6%	12	8.7%
Faculty	26	25.5	14	40.0	40	29.2
Schoolteacher	6	5.9	0	0.0	6	4.4
Employed by non-profit organization	12	11.8	4	11.4	16	11.7
Self-employed professional	9	8.8	3	8.6	12	8.7
Government employee	6	5.9	1	2.9	7	5.1
Proprietor of own business	4	3.9	1	2.9	5	3.6
Employed by private firm	9	8.8	3	8.6	12	8.7
Retired/unemployed	15	14.7	3	8.6	18	13.1
Housewife	5	4.9	2	5.7	7	5.1
Member of armed forces	0	0.0	0	0.0	0	0.0
Other	1	1.0	1	2.9	2	1.5
Total	102	100.0%	35	100.2%	137	99.8%

Thirty-two occupational fields were listed on the questionnaire and patrons were asked to indicate the one that most appropriately described their occupation. All the data are presented in Table C-19 for the sake of completeness, but Table C-20 collapses the indicated occupational fields into eight logical categories.

Table C-20 shows that three categories account for the majority of all patrons: humanities, 34%; creative arts, 29%; and business and commerce, 15%. Referencing Table C-19 once again, it may be seen that the preponderance of those in the humanities are in education, library science, and (of course) the category "humanities" (on the list of 32 fields "humanities" necessarily has a narrower meaning than the occupational field collapse of the same name). Most of the responses in the collapsed category "creative arts" are in graphic or fine arts, writing, or the performing arts. The number of patrons in "business and commerce" fields is small and breakdown within this category does not provide meaningful comparisons. Seven percent of the patrons are in fields in the sciences and the same proportion are in fields in the social sciences. A smaller proportion are in law, administration, and "other" categories.

Three important differences of 42nd Street and Lincoln Center patrons may be noted in Table C-20. First, Lincoln Center patrons are more than twice as likely as those whose requests are processed at 42nd Street to be in the creative arts. This is, of course, not surprising since the collections at Lincoln Center concentrate on music, dance and theater. Second, patrons of 42nd Street are twice as likely as their Lincoln Center counterparts to have an occupational field in the humanities. Again, this is not unexpected since materials in these fields are primarily housed at 42nd Street. And third, proportionately more patrons of Lincoln Center are in business and commerce fields than 42nd Street patrons.

Table C-19

OCCUPATIONAL FIELDS, REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Advertising, Public Relations	0	0.0%	1	3.6%	1	0.8%
Accounting	2	2.0	0	0.0	2	1.5
Architecture, City Planning	1	1.0	0	0.0	1	0.8

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Table C-19
(continued)

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Banking, Finance	0	0.0	0	0.0	0	0.0
Biological Sciences	1	1.0	0	0.0	1	0.8
Clerical, Secretarial	2	2.0	2	7.1	4	3.1
College or University Administration	1	1.0	0	0.0	1	0.8
Communications, Radio, TV	0	0.0	0	0.0	0	0.0
Demography, Population Study	0	0.0	0	0.0	0	0.0
Education: school teaching and administration	11	10.8	0	0.0	11	8.5
Engineering	1	1.0	1	3.6	2	1.5
Foreign Service	0	0.0	0	0.0	0	0.0
Graphic or Fine Arts	8	7.8	6	21.4	14	10.8
Health Professions (medical, etc.)	4	3.9	0	0.0	4	3.1
Humanities	17	16.7	3	10.7	20	15.4
Industrial Relations, Personnel	0	0.0	0	0.0	0	0.0
Journalism	1	1.0	0	0.0	1	0.8
Law	4	3.9	2	7.1	6	4.6
Library Science	7	6.9	1	3.6	8	6.2
Management	0	0.0	0	0.0	0	0.0
Marketing, Market Research	1	1.0	0	0.0	1	0.8
Performing Arts	5	4.9	6	21.4	11	8.5
Physical Sciences, Math	2	2.0	0	0.0	2	1.5
Psychology	0	0.0	0	0.0	0	0.0
Public Administration	1	1.0	0	0.0	1	0.8
Publishing, Printing	4	3.9	2	7.1	6	4.6
Real Estate, Insurance	2	2.0	0	0.0	2	1.5
Religion, Theology	1	1.0	1	3.6	2	1.5
Sales: retail, wholesale	3	2.9	1	3.6	4	3.1
Social Sciences	9	8.8	0	0.0	9	6.9
Social Work, Recreation	2	2.0	0	0.0	2	1.5
Writing	10	9.8	2	7.1	12	9.2
None of the above	2	2.0	0	0.0	2	1.5
Total	102	100.3%	28	99.9%	130	100.1%

Table C-20

COLLAPSED OCCUPATIONAL FIELDS OF RESPONDING REFERENCE LETTER PATRONS*

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Sciences	8	7.8%	1	3.6%	9	6.9%
Social sciences	9	8.8	0	0.0	9	6.9
Humanities	39	38.2	5	17.9	44	33.8
Creative arts	23	22.6	14	50.0	37	28.5
Business/commerce	14	13.7	6	21.4	20	15.4
Administration	2	2.0	0	0.0	2	1.5
Law	4	3.9	2	7.1	6	4.6
Other	3	2.9	0	0.0	3	2.3
Total	102	99.9%	28	100.0%	130	99.9%

* Fields included in each category are as follows:

Sciences - Biological Sciences; Engineering; Health Professions; and Physical Sciences and Mathematics.
Social Sciences - Demography; Psychology; and Social Sciences.
Humanities - Education; Humanities; Journalism; Library Science; Religion and Theology; and Social Work and Recreation.
Creative Arts - Graphic or Fine Arts; Performing Arts; and Writing.
Business and Commerce - Advertising and Public Relations; Accounting; Banking and Finance; Clerical and Secretarial; Communications, Radio, TV; Marketing and Market Research; Publishing and Printing; Real Estate and Insurance; and Sales.
Administration - College or University Administration; Industrial Relations and Personnel; Management; and Public Administration.
Law - Law.
"Other" - Architecture; City Planning; Foreign Service; or any occupational field other than those listed above.

What is the education profile of the Libraries' reference letter patrons? For all patrons as a whole, more than half (56%) have an advanced academic degree. Slightly fewer (20%) have a high school diploma or none of the degrees listed and an additional 23% have a bachelor's degree.

Table C-21

HIGHEST DEGREE HELD, REFERENCE LETTERS

	42nd Street		Lincoln Center		Total	
	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent	Number of Responding Patrons	Percent
Doctorate	9	9.2%	7	20.0%	16	12.0%
Master's degree	38	38.8	9	25.7	47	35.3
Professional degree	9	9.2	2	5.7	11	8.3
Bachelor's degree or equivalent	23	23.5	7	20.0	30	22.6
Associate, junior or community college diploma	2	2.0	0	0.0	2	1.5
High school diploma	13	13.3	7	20.0	20	15.0
None of the above	4	4.1	3	8.6	7	5.3
Total	98	100.1%	35	100.0%	133	100.0%

Finally, an open-ended question was included on the questionnaire in order to ascertain patrons' feelings about possible improvements in the reference letter service. About half of the patrons commented. Responses to the question "Is there any way in which you would like to see this service improved?" are directly quoted below.

42nd Street

"I cannot see how it could be. Prompt, courteous, capable replies--what more could anyone ask?"

"Prompter replies to written queries. Answer to mine took about three weeks. Otherwise satisfactory."

"So far very satisfactory. They should always know we exhaust any local source."

(continued on next page)

"The genealogy department has been most helpful to me. I try not to write often, and try other sources first. I appreciate their courtesy and time."

[The library should] "have important articles or be able to tell where they are available when a famous paper says they are available."

"I know of none. If I get the information, I'll send you a copy for your files. Thank you for trying. No one else replied to my query so far."

"Yes--instead of writing to the library and being told that you have to write a particular branch for photocopies (for example) why not just write one letter and be given complete service."

"You are doing just fine."

"The few times I have made inquiries I have always been more than pleased with the information I received. It has been most helpful."

"No. It is excellent."

"The library provides an excellent service. At last I found the information I was seeking, having checked other sources with little success. Might I suggest one thing? Perhaps a form letter stating a request had been received by your office and was being checked on would be helpful."

"How can you improve on perfection?"

"I was amazed at the amount of effort put into your reply, and the detail you gave me. Thank you."

"I would, of course, have preferred a more prompt reply, but I realize that an enormous number of requests are received, and that they are processed as rapidly as possible."

"No. The service was highly adequate, courteous, and the information received was extremely critical for the solution of a problem in my research. I had exhausted all local sources and would have had to make a costly trip. Thanks."

(continued on next page)

"We should like to see the Foreign Gazettes Program expand its holdings on Africa (where necessary through microfilms) so as to house the most complete holdings in the world of those valuable documents."

"NYPL is always great to me. I once worked there for several years in the photographic service and once every two or three years need information which they usually cheerfully supply."

"I am so grateful for information sent to me. Very complete."

"The N.Y.P.L. service has always been (since 1927) adequate for my inquiries."

"My present contact with you has been magnificent. I only wish I lived in New York to personally avail myself of the services of your library."

"Xerox and other copy services should be a little cheaper for students."

"The service was excellent. Prompt, and too generous. A nominal fee would be quite in order."

"Service was fine. We are very appreciative."

"Each time I ask for information I get it all."

"I think it functions very well."

"I was very impressed with the promptness of the reply and that my question was answered."

"A good job is and always has been done for me. I do not know how I could suggest any improvement."

"The service rendered me is appreciated and is complete, and covers my needs exactly."

"It would be of great benefit to Patent Attorneys if you could document the date of public availability of items in your library."

"If I wish microfilmed or xeroxed copies of specific material, I would like to have a list of charges and time necessary to furnish this service, or if there are copies available on loan I would appreciate this information."

(continued on next page)

"I did not expect the depth of service I received. Naturally I found the library's response to my question of greatest helpfulness."

"The service I received was the best available. I can not say how it could be improved."

"The New York Public Library submitted the only satisfactory response to my query."

"I am very pleased with the response to my inquiry. The information you have available makes it possible to look forward to completing my dissertation in N.Y.C. while I work there."

"Is there any possible way to increase interlibrary loans?"

"I found the library most helpful despite its lack of the specific material requested."

Lincoln Center

"Chicago badly needs a theatre collection like yours. And yours needs more money as long as it has to serve the whole country with its ever increasing number of professional performing institutions."

"Yes--by having a greater supply of material available on the subject of motion pictures, particularly in the area of reference data."

"A prepared bibliography of plays either about the American Negro experience or adaptable for an integrated cast would be helpful."

"Inclusion of slides in the dance collection would be valuable."

"I have visited the New York Public Library often, and appreciate its extensive facilities. My main criticism is the unavailability of open stacks to researchers."

"Not at this time. Responses to my two inquiries have been extremely prompt and thoroughly complete. I am extremely grateful for your assistance."

"The service is excellent."

(continued on next page)

> "Thank you for the information. The service seems pretty good!"
>
> "I found this service satisfactory and I am grateful to you for it."
>
> "Not particularly. Reply to my inquiry was prompt and helpful."
>
> "I asked the Library of the Performing Arts for a xerox of a particular article. It was sent to me immediately, with a courteous note."
>
> "They are most cooperative."
>
> "Service from the Theater Collection has been very good."

About one and one-half dozen comments were not included because they were repetitious of comments quoted above (e.g., "service is excellent," or "a more prompt reply would be desirable") or they simple stated "no" in response to the question posed.

Reference Letter Requests Not Sent to a Division

Of the 177 reference letters not sent to a division, almost one of every five were not referred on because they could be answered by the person screening and distributing reference letters in the administrative offices. The remainder were "rejected;" i.e., attempts were not made to furnish the requested information. Unless otherwise noted, findings reported below refer to all reference letters not sent to a division. Furthermore, since only three of the letters had been processed at Lincoln Center, data will not be presented for 42nd Street and Lincoln Center individually.

From what geographical location did these requests originate? Table C-22 shows that the majority of requests originated in states beyond the immediate New York State area (57%) and in foreign countries (11%). Eighteen percent of the requests were sent from the New York City metropolitan area.

Table C-22

GEOGRAPHICAL ORIGIN OF REQUESTS
REFERENCE LETTERS

	Number of Patrons	Percent
Manhattan	2	1.1%
The Bronx	0	0.0
Brooklyn	3	1.7
Queens	1	0.6
Staten Island	0	0.0
Nassau or Suffolk Counties	8	4.5
Westchester County	2	1.1
Rockland, Orange, Putnam, Sullivan, Dutchess, Ulster, Columbia, Greene Counties	9	5.1
Other counties of New York State	10	5.6
New Jersey		
metropolitan New York area	6	3.4
non-metropolitan New York area	8	4.5
Connecticut	5	2.8
Pennsylvania	4	2.3
Other states in U.S.A.	100	56.5
Foreign countries	19	10.7
Total	177	99.9%

What was the occupational status of patrons whose requests were not processed by a division? Patrons generally did not provide this kind of information in their letters when writing for reference information since this is, to most people, peripheral to their purpose in writing. Table C-23 shows that only 15 of the 177 patrons could be classified by occupation.

Table C-23

PATRON STATUS OF REFERENCE LETTERS NOT SENT TO A DIVISION

	Number of Responding Patrons	Percent
A student	2	20.0%
A college or university faculty member	0	0.0
A schoolteacher	0	0.0
Employed by a non-profit organization	3	20.0
Self-employed professional	3	20.0
Proprietor of your own business	6	40.0
Employed by private company or firm	0	0.0
Retired or unemployed	0	0.0
Housewife	0	0.0
Member of the armed forces	0	0.0
Other	0	0.0
Total	15	100.0%

Although only 15 patrons indicated their specific occupation, 56 indicated their general occupational field. Table C-24 presents their responses in terms of eight basic categories. About one-third of these 56 patrons are in fields in the humanities, of whom the greatest proportion are in library science (20%). More than one out of every five are in a business or commercial field, mainly publishing or printing and sales. Slightly less than one-fifth are in administration, specifically college or university administration (16%). About one-tenth are in fields in the creative arts and are predominantly writers (9%). Few are in law, "other" or sciences, and no one works in the social sciences.

What were the reasons for these 177 reference letter requests? As may be seen from Table C-25, the greatest proportion wrote in for a personal interest. One-quarter wrote in connection with academic work. Patrons wrote in in equal proportions to undertake a specific project for a business, job or firm, or to pursue individual research. Not surprisingly, no one was searching for general material.

Table C-24

COLLAPSED OCCUPATIONAL FIELDS OF PATRONS WHOSE REFERENCE LETTERS WERE NOT SENT TO A DIVISION

	Number of Responding Patrons	Percent
Sciences	2	3.6%
Social sciences	0	0.0
Humanities	19	33.9
Creative arts	6	10.7
Business/commerce	13	23.2
Administration	10	17.9
Law	3	5.4
Other	3	5.4
Total	56	100.1%

* Fields included in each category are as follows:

Sciences - Biological Sciences; Engineering; Health Professions; and Physical Sciences and Mathematics.
Social Sciences - Demography; Psychology; and Social Sciences.
Humanities - Education; Humanities; Journalism; Library Science; Religion and Theology; and Social Work and Recreation.
Creative Arts - Graphic or Fine Arts; Performing Arts; and Writing.
Business and Commerce - Advertising and Public Relations; Accounting; Banking and Finance; Clerical and Secretarial; Communications, Radio, TV; Marketing and Market Research; Publishing and Printing; Real Estate and Insurance; and Sales.
Administration - College or University Administration; Industrial Relations and Personnel; Management; and Public Administration.
Law - Law.
"Other" - Architecture; City Planning; Foreign Service; or any occupational field other than those listed above.

Table C-25

PURPOSE OF REQUESTS, REFERENCE LETTERS

	Number of Responding Patrons	Percent
Academic work	18	25.7%
Specific project for job or firm	11	15.7
General material	0	0.0
Individual research	11	15.7
Personal interest	30	42.9
Total	70	100.0%

Certain types of requests are routinely not searched. A series of 28 form letters have been devised to respond to these requests, copies of which may be found at the end of this appendix. Of the 143 requests actually rejected during the sampling periods, 139 were answered by form letter. Those form letters used most frequently were: #1--"Metropolitan Area Refusal" (10.1%); #2--"Out of Town Refusal With Reference to Local Sources" (15.1%); #3--"Out of Town Refusal Without Reference to Local Sources" (14.4%); and #4--"Genealogical Questions from Out of Town" (20.1%). No other form letter was used in more than 7.2% of the cases, and a good number were not used at all, as is evident in Table C-26 on the following page.

Why were the four requests rejected that could not be answered by a form letter? The answers are as follows: in three of the cases no bibliography or index for a certain topic was available for distribution. In the fourth case too much information was requested.

Table C-26

FORM LETTERS USED IN REJECTING REQUESTS*
REFERENCE LETTERS

Form Letters Numbers	Number of Requests Rejected	Percent
1	14	10.1%
2	21	15.1
3	20	14.4
3a	5	3.6
4	28	20.1
5	2	1.4
7	3	2.2
9	5	3.6
10	2	1.4
16	1	0.7
17	2	1.4
18	2	1.4
19	9	6.5
20	10	7.2
22	8	5.8
23	7	5.0
Total	139	99.9%

* One dozen of the 28 form letters were not utilized at all. Those 12 are the following: numbers 6, 8, 11 through 15, 21, and 24 through 27.

1. Metropolitan Area Refusal

We regret that we cannot supply the information requested in your inquiry of____________.

The Research Libraries of The New York Public Library daily perform reference and information services for thousands of readers who come to the Library in person. After meeting their needs, we find ourselves unable to comply with the many requests for information that we receive by mail.

May we suggest that you come to the Library where our librarians will assist you in your investigation?

2. Out of Town Refusal With Reference to Local Sources

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library daily perform reference and information services for several thousand readers who come to the Library in person. After meeting their needs, we are unable to satisfy all the requests for information we received by mail. We are compelled to decline those that might be answered by a library in or near the inquirer's community. Since your request seems to be in this category, may we suggest that you submit it to your local or state library?

3. Out of Town Refusal Without Reference to Local Sources

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library daily perform reference and information services for several thousand readers who come to the Library in person. After meeting their needs, we are unable to respond to mail requests that require extensive searching.

3A. Refusal With Suggestion that Correspondent Consult Classified Section of NEW YORK TIMES BOOK REVIEW and the SATURDAY REVIEW

(To be used only when correspondent offers to pay for research or requests that the Library suggest a source for research assistance. This form is not to be used for refusal of genealogical questions since Form Letter #4 is to be sent for this purpose.)

We regret that we cannot undertake to answer your inquiry of

____________.

The Research Libraries of The New York Public Library daily perform reference and information services for several thousand readers who come to the Library in person. After meeting their needs, we are unable to respond to mail requests that require extensive searching.

Perhaps you may be able to engage a qualified researcher through the classified advertisement sections of the New York Times Book Review and the Saturday Review.

4. Genealogical Questions from Out of Town

We regret that we cannot undertake to answer your inquiry of

____________.

The Research Libraries of The New York Public Library daily perform reference and information services for several thousand readers who come to the Library in person. After meeting their needs, we are unable to respond to mail requests that require extensive genealogical searching.

Enclosed, for your convenience, is a list of professional genealogists.

5. Literary Agents and Publishers

We regret that we cannot undertake to answer your inquiry of

____________.

The Research Libraries of The New York Public Library does not recommend literary agents or publishers. The Society of Authors' Representatives Inc., which is the professional association of literary agents in this city, has a list of some of their members indicating the fields of their special interests. This list may be obtained by writing directly to the Society at 101 Park Avenue, New York, New York 10018.

6. College Students in Metropolitan Area

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library daily perform reference and information services for several thousand readers who come to the Library in person. After meeting their needs, we are unable to satisfy the numerous requests received by mail for bibliographies or other assistance in student research problems. Since such assignments are an important part of academic work, they are normally undertaken by the student with the aid of his faculty adviser or college librarian. If you come to the Reference Department, however, our librarians may be able to be of additional help to you.

7. College Students from Out of Town

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library daily perform reference and information services for several thousand readers who come to the Library in person. After meeting their needs, we are unable to satisfy the numerous requests received by mail for bibliographies or other assistance in student research problems.

8. Elementary and High School Students in Metropolitan Area

The Research Libraries of The New York Public Library regret that they cannot undertake to help students from elementary and high schools, public or private.

This Library is the chief source of reference and bibliographic information for a large segment of the adult public, including many scholars and scientific, professional and industrial researchers. They depend on the Library for materials difficult to obtain elsewhere. After meeting their demands, The Research Libraries are unable to provide assistance with school assignments and projects.

We are compelled to refer elementary and high school students to their own school libraries and to the branches of their local library systems.

9. Elementary and High School Students
from Out of Town

We regret that we cannot answer your inquiry of ____________.

The Research Libraries of The New York Public Library daily perform reference and information services for several thousand readers who come to the Library in person. After meeting their needs, we are unable to satisfy requests for bibliographies or other assistance with school assignments from students in our own local elementary and secondary educational institutions. We cannot answer, therefore, such inquiries from students in other communities.

10. Law Questions from Metropolitan Area

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library do not maintain an extensive collection of books on law, nor do they have a staff trained for research in this subject. We are unable, therefore, to supply the information that you have requested.

If you wish to come to the Library, however, we shall be glad to have you examine such law books as are available in our collections.

11. Law Questions from Out of Town

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library do not maintain an extensive collection of books on law nor do they have a staff trained for research in this subject. We are unable, therefore, to supply the information that you have requested.

May we suggest that you submit your question to your local or state library?

12. Medical Questions from Metropolitan Area

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library do not acquire books on medicine, dentistry and allied subjects.

Perhaps the New York Academy of Medicine Library, 2 East 103rd Street, New York, which does have a collection of books and periodicals in these fields, may be able to help you. Under that library's regulations, high school and college students may use only the volumes on the open shelves. In order to obtain books from the stacks, students must have letters from their school librarians stating that the specific books requested are not available in their own school or college libraries. Medical and other graduate students are exempt from this restriction.

13. Medical Questions from Out of Town

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library do not have a collection of books in the fields of medicine, veterinary medicine, dentistry, and allied subjects. We are unable, therefore, to supply the information you have requested.

14. Contest Questions from Metropolitan Area

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library do not give help in solving puzzles or contests. The requests for such assistance far exceed the capacity of the Library's staff and service facilities. Experience shows, too, that use for these purposes frequently causes serious damage to books and other materials.

15. Contest Questions from Out of Town

We regret that we cannot undertake to answer your inquiry of ____________.

The Research Libraries of The New York Public Library daily perform reference and information services for several thousand readers who come to the Library in person. After meeting their demands, we are unable to provide assistance in connection with contests or puzzles.

16. Requests for Lists of Holdings of The Research Libraries

In reply to your inquiry of ___________, we regret to inform you that we have no prepared bibliography or list of our holdings on the subject you request.

We shall be glad, however, to make photostats or microfilms of the cards in our catalogue under the pertinent headings. The enclosed order form indicates the number of cards under such headings and the estimated cost of reproduction. If this will answer your needs, please send the order form with your check or money order directly to Photographic Service, The New York Public Library, Fifth Avenue and 42nd Street, New York, New York 10018.

Please note that because the regulations of our Trustees restrict material in The Research Libraries to use on the Library's premises, we shall be unable to send any publications to you on interlibrary loan.

17. Requests for Tours

In reply to your letter of____________, we regret to inform you that The New York Public Library is not able to provide guided tours of our Central Building.

Children up to the eighth grade, however, are welcome to visit the Central Children's Room, Room 78 of the Central Building. To arrange for a visit, please write or telephone . . . , OXford 5-4200, Extension 359.

The Nathan Straus Young Adult Library in the Donnell Library Center, 20 West 53 Street, is especially designed for work with young people from the eighth grade through high school. To arrange for a visit to this Library, please write or telephone . . . , OXford 5-4200, Extention 442.

The Library & Museum of the Performing Arts at Lincoln Center, 111 Amsterdam Avenue, conducts a limited number of tours for children and adults. Arrangements for a visit to this unit may be made by writing or telephoning the office of Dr. Robert M. Henderson, 799-2200, Extension 249.

(Note: If grade is not known, use the whole letter. If grade is identified, omit the inappropriate paragraph.)

18. Requests for Distribution of Material

In reply to your inquiry of____________, we regret to inform you that The Research Libraries of The New York Public Library have no material of the type you request for distribution. Further, the regulations of our Board of Trustees require that all our holdings be limited to use on the Library's premises.

For information as to availability and cost of photoduplications of items in our collections, please write our Photographic Service directly.

19. Single Issues of Late 19th Century Newspapers

We regret that the Library is not interested in purchasing single or scattered issues of late nineteenth century newspapers. We already have reasonably complete files of the chief newspapers of this period.

Thank you for your inquiry.

20. Interlibrary Loan

In reply to your letter of____________, I regret to inform you that the regulations of our Trustees restrict the use of all Research Libraries holdings to the Library's premises. We may not, therefore, make interlibrary loans. For information as to availability and cost of a photoduplication of the material you require, please write our Photographic Service directly.

21. Ships' Passenger Lists

We regret that we cannot undertake to answer your inquiry of _____________.

The Research Libraries of The New York Public Library daily perform reference and information services for several thousand readers who come to the Library in person. After meeting their needs, we are unable to answer mail inquiries that require extensive searching such as checking of ships' passenger lists. Perhaps you may be able to engage one of the professional genealogists on the enclosed list to do this work for you.

May we call your attention also to the following bibliography, which cites all known passenger lists published in books and periodicals up to 1963?

Lancour, Adlore Harold
A Bibliography of Ship Passenger Lists, 1538-1825, 3rd ed.
New York: The New York Public Library, 1963.

Please note that this bibliography itself does not give passengers' names but supplies reference to publications that do. It may be purchased from the Sales Shop of The New York Public Library for $5.00. Please send a check or money order with your order.

22. Values of Books, etc.

In reply to your inquiry of____________, we regret that The New York Public Library cannot attempt to appraise or set valuations on old books, letters, or manuscripts.

We are enclosing, however, a folder that lists dealers in the antiquarian book trade. Perhaps one of these specialists may help you establish the value of your material. May we call your attention particularly to that section of the folder entitled "Books and Values"?

23. Current Addresses

In reply to your inquiry of____________, we regret to inform you that we have no records that may be readily checked for current addresses of persons. The last year for which a city-wide directory was published for New York City is 1933/34.

24. "Kindred Spirits" Reproduction

In reply to your inquiry of____________, we regret to inform you that there are no color reproductions of the painting, "Kindred Spirits," suitable for framing. You may purchase from our Sales Shop for $1.50, however, an 8" x 10" glossy, black and white photograph of this work.

25. Ulster County Gazette Form

In reply to your letter of____________, the January 4, 1800 issue of the Ulster County Gazette was reprinted a number of times.

An original can be identified by the first lines of columns two through four of page one, which read as follows:

p. 1, col. 2, line 1: commerce and navigation entered into with
p. 1, col. 3, line 1: on this as upon every other occasion where
p. 1, col. 4, line 1: command the town; and notwithstanding

Of the two known originals of the January 4 issue, one was purchased for $60 in 1938 and the other (along with the preceding and following numbers) for $150.

If your copy appears to be an original, we hope you will write us again. If the wording in your copy varies from that given above, it is a reprint and of little or no value in the commercial market.

26. Researchers

We have received your letter of____________requesting a means for securing the services of a researcher.

We have been made aware of the interest on the part of present and retired staff members in engaging in paid research on a free-lance basis. Consequently, we have considered the matter of bringing together the parties independently of the Library so that they may arrive at mutually satisfactory arrangements. It is understood by our staff members that such work shall not be done during the working hours at the Library, and that the engagements are private matters between themselves and the contractors.

In the light of the above, we have forwarded a copy of your letter to one such researcher who will be contacting you shortly.

27. Reference Questions: Refusal of Recording Reproduction

We regret that we cannot fill your request of____________.

The New York Public Library at present does not have the facilities to provide a copying service for its recorded materials. Even when we have such facilities, performance and recording company rights and copyright problems are quite complex and would have to be resolved in each case before we could fulfill a request of this nature.

Until such time as copying facilities are available, may we suggest that you come to the Archives of Recorded Sound at the Research Library of the Performing Arts. Our staff will be glad to assist you in the use of the materials at the Archive.

QUESTIONNAIRE ON REFERENCE LETTERS WORKED ON BY DIVISIONS

In order to gain a better understanding of the research services provided by The New York Public Library, we request that each staff member who aids in filling this reference request complete the following questionnaire. Your cooperation will be most appreciated.

---

1. Your division?________________________________

   Room number of division?________________________________

   Your job classification?________________________________

---

2. Would you classify your procedures in filling this request as: *(check one)*

   ready reference ☐ extensive search ☐

---

3. What steps did you take in order to fill your part of this reference request? *(check as many as apply)*

   Consulted catalog.. ☐
   Consulted other staff members or superiors.............................. ☐
   Consulted sources outside the Library.................................. ☐
   Other *(specify)* ____________________________............ ☐

---

4. How many of each of the following sources did you consult? *(please indicate the number of each in the space provided)*

   Reference books proper (e.g., encyclopedias, dictionaries, etc.)____________
   Bibliographies ....____________
   Special divisional files...____________
   Material on the subject..____________
   Other *(specify)*____________________________......____________

---

5. How extensively were you able to fill this request? *(check one)*

   Completely ☐ In part ☐ Not at all ☐

   IF YOU CHECKED "in part" or "not at all" in this question, why? *(check those which apply)*

   Information requested not found.. ☐
   Information or part of information requested not in subject responsibility of this division.............................. ☐
   Copyright clearance required... ☐
   Too time-consuming... ☐
   Should have been rejected by administrative office..................... ☐

---

6. How many minutes of your time did you spend on this request? *(Do not include the time spent completing this questionnaire)* ____________________________

Identification #______________

MAY WE HAVE A LITTLE OF YOUR TIME?

The New York Public Library has engaged Nelson Associates, Inc. to study the use of its Research Libraries. Will you help by spending five minutes answering this questionnaire? A return self-addressed, stamped envelope is enclosed for your convenience. Your assistance is most earnestly sought in order that we may know more about your research library needs. Many thanks.

CHARLES A. NELSON, 845 Third Avenue, New York, New York 10022

Please answer by circling the number or letter to the right of the appropriate choice listed below or writing your response in the space provided. For example:

You have written to The New York Public Library: *(circle one)*
Yes.........①
No...........2

---

1. Did you try to find the information you requested at some other library before writing to The New York Public Library? *(check one)*
Yes ☐ No ☐

IF YES, how many?______________

IF YOU TRIED ANOTHER LIBRARY: Please list the libraries you checked:

________________ ________________ ________________

A. Did you check with any organizations other than libraries before writing here?
Yes ☐ No ☐

IF YES, WHICH ONES?________________________________

---

2. What was your purpose in writing for the enclosed information? *(circle one)*

To pursue academic work..1

To undertake a specific project for your business, job or firm...............2

To locate general material related to your business, job or profession (personal advancement)...3

To pursue individual research not connected with your work for any institution or firm..4

To pursue a personal interest...5

---

3. How often do you write this library seeking reference information? *(check one)*

This is the first or second time ☐
Weekly or several times a month ☐
About once a month ☐
Less often ☐

---

4. Did you know that private benefactors are the major sources of financial support for the Research Libraries? *(check one)*
Yes ☐ No ☐

...PLEASE TURN QUESTIONNAIRE OVER...

5. Are you..? *(circle the one response which best describes your occupation or status)*

A student.............................1
A college or university faculty member.....................2
A schoolteacher.....................3
Employed by a non-profit organization.....................4
Self-employed professional...........5
Government employee (not teacher or military).........6
Proprietor of your own business......7
Employed by private company or firm..........................8
Retired or unemployed................9
Housewife............................10
Member of the armed forces...........11
Other *(specify)*__________________
______________________________.....12

---

6. What is your occupational field or, if you are a student, what is your intended career field? If you are engaged in higher education teaching or research, what is your subject area? If not working, indicate what it is you do when employed. *(circle the one response which best describes your field)*

Advertising, Public Relations...........A
Accounting..............................B
Architecture, City Planning.............C
Banking, Finance........................D
Biological Sciences.....................E
Clerical, Secretarial...................F
College or University Administration....G
Communications, Radio, TV...............H
Demography, Population Study............I
Education: school teaching and administration.......................J
Engineering.............................K
Foreign Service.........................L
Graphic or Fine Arts....................M
Health Professions (medical, etc.)......N
Humanities..............................O
Industrial Relations, Personnel.........P
Journalism..............................Q
Law.....................................R
Library Science.........................S
Management..............................T
Marketing, Market Research..............U
Performing Arts.........................V
Physical Sciences, Math.................W
Psychology..............................X
Public Administration...................Y
Publishing, Printing....................Z
Real Estate, Insurance..................1
Religion, Theology......................2
Sales: retail, wholesale................3
Social Sciences.........................4
Social Work, Recreation.................5
Writing.................................6

---

7. What is your highest academic degree or diploma? *(circle one)*

Doctorate (PhD, EdD, ScD, etc.)....................................1
Master's in arts and sciences......................................2
Professional degree (MD, LLB, MAT, MBA, etc.)......................3
Bachelor's degree or equivalent....................................4
Associate, junior or community college diploma.....................5
High school diploma..6
None of these..7

---

8. Is there any way in which you would like to see this service improved?

____

____

____

THANK YOU FOR YOUR ASSISTANCE

REFERENCE LETTER REQUESTS THAT ARE NOT SENT TO A DIVISION

The New York Public Library

1. Address of applicant: *(city and state)* ______________________________

____

2. Name or type of business or institution, if given: ____________________

____

____

3. What was the reason, if stated, for the request? *(Circle a number)*

    To pursue academic work..1

    To undertake a specific project for business, job, or firm........2

    To locate general material related to business, job, or profession (personal advancement, etc.)........................3

    To pursue individual research not connected with work for any institution or firm.....................................4

    To pursue a personal interest......................................5

4. If form letter was used, give number: ______________

5. If form letter was not used:

    a. What was the nature of the request? ____________________________

    ____

    ____

    b. Why was the request rejected? ________________________________

    ____

    ____

Appendix D

THE SPECIAL COLLECTIONS:
ARENTS, BERG, MANUSCRIPT, PRINTS, RARE BOOK, SPENCER

This appendix presents the patron profile and patterns of use of the Special Collections--the Arents Tobacco Collection, the Arents Collection of Books in Parts, the Spencer Collection of Illustrated Books and Manuscripts, the Berg Collection of English and American Literature, the Rare Book Division, the Prints Division and the Manuscript Division.

DATA COLLECTION

In-person access to each of the Special Collections of The Research Libraries is limited to those users whose applications for admission have been approved by the staff.[1] During the year June 30, 1967 to June 30, 1968 there were 1,795 cards of admission issued or renewed. A 60% random sample was drawn and 1,077 questionnaires were mailed to individuals who had used one or more of the Special Collections during the past year.[2] Five hundred and thirty-seven (50%) of the questionnaires were completed and returned. An additional 29 completed questionnaires arrived too late for data processing and 37 were not delivered because of incorrect addresses and the Canadian mail embargo. Table D-1 on the following page reports the number of patrons in the sample and the size of their questionnaire response.

In addition, five users from each of the collections were interviewed by telephone. These individuals were chosen at random from a list of users in each room who indicated that they were willing to be interviewed. This appendix presents the data collected by means of the questionnaire, reporting first the patron characteristics and then the patterns of use. Included also is information gained from the interviews. Naturally, only users who returned questionnaires are represented in the discussion below. It is virtually impossible to determine whether nonrespondents have patron characteristics or patterns of use that are similar to those exhibited by the responding users.

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[1] Regulations for use of the different rooms vary slightly. Undergraduates are not permitted use of the Special Collections. Cards of admission are issued for the length of the project; however, the maximum period granted is six months, with the possibility of renewal.

[2] When an individual's applications for access to more than one of the Special Collections had been approved, he was included in the data for the room where he had made his most recent application.

A copy of the questionnaire used for the survey of the Special Collections appears at the end of this appendix.

Table D-1

VOLUME OF RETURNS
THE SPECIAL COLLECTIONS

Number of cards issued-- June 30, 1967 to June 30, 1968	1,795
Number of questionnaires mailed	1,077
Number of questionnaires in sample*	537
Percent returned	49.9%
Percent of total eligible users	29.9%

*The 29 questionnaires that arrived too late for data processing are not included.

PATRON CHARACTERISTICS

The following sections describe the users of the Special Collections according to their patron status, their field of employment or research, their highest academic degree, the purpose of their use of The Research Libraries, whether this project is supported by fellowships or grants, and the number and types of publications they have authored.

Patron Status and Field of Work

As shown in Table D-2 on the following page, the Special Collections are used most heavily by students and college or university faculty members (students, 24%; faculty, 31%). The collections are less widely used by persons employed in private business (14%), and by self-employed professionals (12%). No other single status classification included a substantial number of users.

In addition to indicating their status, users were asked to report whether they were employed full time. The answers to this question appear in Table D-3 also on the following page and indicate that almost two-fifths of the respondents do not hold full-time positions.

Table D-2

PATRON STATUS OF RESPONDENTS
THE SPECIAL COLLECTIONS

Student	23.9%	Proprietor of your own business	1.1%
College or university faculty member	30.7	Employed by private company or firm	13.7
School teacher	4.1	Retired or unemployed	2.6
Employed by a non-profit organization	4.3	Housewife	3.2
Self-employed professional	12.1	Armed forces	0.0
		Other	4.3

Respondents:	535
N.A.:	2
Total	537

Table D-3

TYPE OF EMPLOYMENT OF RESPONDENTS
THE SPECIAL COLLECTIONS

Full-time	60.6%
Not full-time	39.4

Respondents:	520
N.A.:	17
Total	537

In what fields are these respondents employed? In what fields are these users who do not have full-time jobs doing their research? Patrons of the Special Collections are most likely to be in the area of humanities (43%). Sixteen percent indicated that they were in the creative arts. The fields of business and commerce rank third (12%) with almost half of the respondents in publishing. Those in the area of the social sciences were a close fourth (11%). No other field accounted for more than 3% of the patrons, although 11% could not place themselves in any of the available categories. These data are shown in Table D-4 on the following page.

Table D-4

OCCUPATIONAL OR RESEARCH FIELD OF RESPONDENTS
THE SPECIAL COLLECTIONS

Humanities	42.9%
Education	8.0
Humanities	25.8
Journalism	1.9
Library science	6.1
Religion, Theology	1.1
Social work, Recreation	0.0
Creative Arts	15.9
Graphic or fine arts	8.0
Performing arts	1.1
Writing	6.8
Business and Commerce	12.2
Advertising, Public relations	2.5
Accounting	0.6
Banking, Finance	1.1
Clerical, Secretarial	0.9
Communications, Radio, TV	0.8
Marketing, Market research	0.6
Publishing, Printing	5.1
Real estate, Insurance	0.2
Sales: retail, wholesale	0.4

Social Sciences	10.6%
Demography	0.2
Psychology	0.4
Social sciences	10.1
Sciences	2.7
Biological sciences	0.4
Engineering	0.4
Health professions	1.3
Physical sciences, Math	0.6
Law	2.7
Administration	1.3
College or university administration	0.8
Industrial relations, Personnel	0.2
Management	0.4
Public administration	0.0
Other	11.8
Architecture, City planning	0.4
Foreign service	0.2
All other	11.2

Respondents:	527
N.A.:	10
Total	537

What is the patron status of the people that work in these different fields? As one might expect, almost two-thirds (64%) of those in business and commerce work for a private firm. The largest number of patrons in the social sciences and humanities (48% and 44%, respectively) are faculty members. The largest number of patrons in the creative arts are self-employed professionals (38%). Students comprise the second largest group of respondents in the social sciences, humanities, and creative arts, but account for only a small portion (5%) of those patrons in business and commerce. In the category, "unspecified other," three out of every ten patrons are faculty members, two out of every ten are self-employed professionals and slightly fewer are students. These data are shown in Table D-5.

Table D-5

PATRON STATUS OF RESPONDENTS ACCORDING TO
OCCUPATIONAL OR RESEARCH FIELDS*
THE SPECIAL COLLECTIONS

	Social Sciences	Humanities	Creative Arts	Business/ Commerce	Unspecified Other
Number of cases:	56	226	84	64	62
Student	37.5%	30.1%	25.0%	4.7%	16.1%
Faculty	48.2	44.2	13.1	1.6	29.0
Employed by private firm	0.0	5.3	8.3	64.1	12.9
Self-employed professional	0.0	1.3	38.1	15.6	19.4

Respondents: 492
N.A. field: 6
Sub-total 498

Respondents other fields: 35
N.A. other fields: 4
Total 537

*Fields and occupations which have been omitted because there were too few respondents for reliability include: schoolteacher, employed by a non-profit organization, proprietor of your own business, retired or unemployed, housewife, armed forces, "other," sciences, law, and administration. Because of these omissions the table does not total 100%.

When each status category is broken down by occupational or research field, a far higher proportion of faculty and student users are likely to be in the humanities than in any other field, and self-employed professionals are even more likely to be in the creative arts. Table D-6 on the following page presents this information.

Table D-6

FIELD OF RESEARCH OF ACADEMIC USERS AND SELF-EMPLOYED PROFESSIONALS THE SPECIAL COLLECTIONS

	Faculty	Students	Self-Employed Professionals
Number of cases:	160	128	65
Humanities	62.5%	53.1%	4.6%
Social sciences	16.9	16.4	0.0
Creative arts	6.9	16.4	49.2
Unspecified other	11.3	7.8	18.5

Respondents:	353
N.A. faculty:	4
Sub-total	357
Respondents other occupations:	176
N.A. other occupations:	4
Total	537

Academic Level

As shown in Table D-7, more than half of the readers hold an advanced academic degree and only a handful hold a degree below the bachelor's or a degree of some other kind. This high level of academic attainment on the part of Special Collections' users is, of course, partly due to the restrictions governing admission. Undergraduates are generally not permitted to use the Special Collections.

Table D-7

HIGHEST DEGREE HELD BY RESPONDENTS THE SPECIAL COLLECTIONS

Doctorate	20.8%
Master's degree	32.7
Professional degree	4.2
Bachelor's degree	31.5
Degree below bachelor's	5.8
Other	5.0

Respondents:	520
N.A.:	17
Total	537

What types of degrees are held by respondents in the different status categories? Table D-8 presents this information. Since 92% of the students already hold their BA, but only 48% hold an advanced degree, it appears that many student users are doing graduate work. Not unexpectedly, faculty members hold the highest proportion of advanced degrees. This finding is, of course, influenced by the fact that the collections are not generally available to undergraduates. Although a large majority of the retired and unemployed report that they have high academic degrees, the group is so small that the finding may be unrepresentative of all such patrons.

Table D-8

DEGREES HELD BY PATRONS IN DIFFERENT STATUS CATEGORIES THE SPECIAL COLLECTIONS

	Student	Faculty	School Teacher	Employed by Non-Profit Organization	Self-Employed Professional	Employed by Private Firm	Retired or Unemployed	Housewife
Number of cases:	126	164	22*	19*	61	76	13*	17*
All advanced degrees	48.4%	94.5%	50.0%	34.4%	34.4%	33.3%	61.5%	11.8%
Bachelor's	43.7	4.9	50.0	41.0	41.0	48.0	23.1	64.7
Below bachelor's*	7.9	0.0	0.0	6.6	6.6	12.0	7.7	23.5
Other degree*	0.0	0.6	0.0	18.0	18.0	6.7	7.7	0.0

Respondents:	520
N.A. degree:	15
N.A. occupation:	2
Total	537

*The number of cases is quite small and percentages must be interpreted with caution.

The kinds of degrees held by patrons in various occupational and research fields are shown in Table D-9 on the following page. The majority of patrons in each field hold an advanced degree with three exceptions: those patrons in administration (although the number of cases is small), business and the creative arts are more likely to hold only a bachelor's degree.

Table D-9

DEGREE HELD BY PATRONS IN VARIOUS OCCUPATIONAL OR RESEARCH FIELDS THE SPECIAL COLLECTIONS

	Doctorate	Master's Degree	Professional Degree	Bachelor's Degree	Degree Below Bachelor's	Other
Total number of cases:	105	169	21*	164	28*	26*
Sciences*	41.7%	25.0%	16.7%	16.7%	0.0%	0.0%
Social sciences	29.1	43.6	1.8	25.5	0.0	0.0
Humanities	29.9	37.9	2.2	24.6	3.1	2.2
Creative arts	6.2	33.3	2.5	43.2	8.6	6.2
Business/commerce	1.6	17.7	4.8	54.8	9.7	11.3
Administration*	0.0	14.3	0.0	71.4	0.0	14.3
Law*	0.0	15.4	46.2	23.1	7.7	7.7
Other*	18.6	27.1	3.4	27.1	11.9	11.9

Respondents:	513
N.A. degree:	14
N.A. field:	7
N.A. both:	3
Total	537

*The number of cases is small and percentage figures must be used with caution.

Purpose of Use of the Special Collections

We have seen that more than half of the patrons of the Special Collections have already earned advanced degrees. What is the purpose of the present project for which they have gained admission to these collections? As shown in Table D-10 on the following page, these users tend to be researchers who expect their work in The Research Libraries to lead to publication (50%). Those working on a thesis, and those whose purpose is neither publication nor thesis are about equally divided (28% and 27%, respectively). More than one purpose is reported by some respondents.

An analysis of purpose by academic degree held, presented in Table D-11 also on the following page, gives very predictable results. Those users with a doctorate tend to be doing research for publication; those patrons holding a master's degree tend to be working on a thesis (presumably for their doctorate) while those who are in other degree categories tend to be concerned with something other than research for publication or work for a thesis.

Table D-10

PURPOSE OF USE OF THE SPECIAL COLLECTIONS*

Research for publication		51.1%
Books	32.1%	
Periodical article	13.2	
Newspaper article	0.9	
Other publications	4.9	
Thesis		28.0
Research other than for thesis or publication		26.5

Respondents:	532
N.A.:	5
Total	537

*Total exceeds 100% because of multiple responses.

Table D-11

PURPOSE OF USE BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES THE SPECIAL COLLECTIONS

	Doctorate	Master's Degree	Professional Degree*	Bachelor's Degree*	Degree Below Bachelor's*
Research for publication	97.2%	32.5%	45.5%	38.4%	37.9%
Books	75.9	22.5	31.8	18.3	6.9
Periodical article	20.4	11.8	22.7	9.8	10.3
Newspaper article	0.0	1.2	4.5	0.6	0.0
Other publications	3.7	1.2	0.0	6.1	13.8
Thesis	1.9	56.2	4.5	26.2	13.8
Other research	2.8	18.9	50.0	39.6	48.3

*The number of cases is small and percentage figures must be used with caution.

When occupational or research field is related to purpose, there is little variation except that those in the social sciences and humanities are more likely to be working on a thesis, and those in business and commerce and the creative arts are more likely to be doing research for publication. This latter finding is probably at least in part due to the fact that professional writers are included in the category of creative arts.

Published Works

Users of the Special Collections were asked whether any of their work had already been published and, if so, what types of publications they were. Of the 509 patrons responding to this question, 40.1% reported at least one publication. Table D-12 sets forth the number and types of work published. Almost half (49%) of the Special Collections' users have published one or two books and almost half[3] (48%) have published from one to ten other publications (magazine, newspaper, and journal articles, and short stories). When one computes the minimum number of published items from the categories shown in the table, these 199 respondents have authored at least 793 published works and the actual number probably well exceeds 1,000 items. Five individuals who stated that their work has been published did not describe it further.

Table D-12

TYPE AND NUMBER OF PREVIOUS PUBLICATIONS OF RESPONDENTS* THE SPECIAL COLLECTIONS

	One	Two	Three	4-10	More Than 10
Books	25.1	23.6	2.5	5.0	3.0
		One to three			
Other publications total		28.2		20.0	14.0
Magazine articles		3.5		5.0	1.0
Newspaper articles		0.5		1.0	1.0
Journal articles		13.6		9.0	8.0
Short stories		0.5		0.0	0.0
Unspecified other		10.1		5.0	4.0

Respondents:	199
N.A. published:	5
Total published	204
Non-published:	305
N.A. non-published	28
Total	537

*Total exceeds 100% because of multiple responses.

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[3] Percentages on this question will exceed 100% because of multiple responses.

Although one might anticipate that almost all of the work published would be authored by individuals holding advanced degrees, this is not entirely the case. Four-fifths (81%) of the users holding a doctorate have published, as would be expected. However, as shown in Table D-13, a remarkably high proportion of users who hold lower degrees have also had their work published.

Table D-13

PUBLISHED WORK BY PATRON'S HIGHEST DEGREE
THE SPECIAL COLLECTIONS

	Total Number of Cases	Percent Published[a]		Total Number of Cases	Percent Published[a]
Doctorate	104	80.8%	Bachelor's degree	158	26.6%
Master's degree	168	31.5	Degree below bachelor's	25[b]	16.0
Professional degree	19[b]	36.8	Other	23[b]	43.5

Respondents:	497
N.A. degree:	12
N.A. published:	23
N.A. both:	5
Total	537

a Percentages are based on the total number of cases (i.e., persons) who have published.
b The number of cases is quite small and percentages must be used with caution.

Is there any variation between whether a person has published work and the field of his employment or research? Three of the categories (law, sciences, and administration) shown in Table D-14 on the following page have too few cases for reliable interpretation. Among the remaining categories, a somewhat higher proportion of users in the fields of creative arts, "other," and humanities have published than in the other stated categories.

In answer to the question asking whether the user holds a fellowship or grant for the research he is undertaking in the Special Collections, 95 (18%) of the 528 respondents indicate that they are receiving this kind of support.

More of the patrons who do hold fellowships or grants are conducting research in one of the humanities than in any other field. These patrons represent 27% of all readers in the humanities. Social sciences ranks second with 21% of users in this area holding grants. Table D-15 shows fellowships or grants held by patrons in all of the fields.

Table D-14

WORK PUBLISHED BY PATRON'S OCCUPATIONAL OR RESEARCH FIELD THE SPECIAL COLLECTIONS

	Total Number of Cases	Percent Published[a]		Total Number of Cases	Percent Published[a]
Creative arts	80	58.8%	Social sciences	56	30.4%
Humanities	219	40.6	Business/commerce	60	25.0
Law	14[b]	35.7	Administration	7[b]	14.3
Sciences	12[b]	33.3	Other	54	44.4

Respondents:	502
N.A. field:	7
N.A. published:	25
N.A. both:	3
Total	537

a Percentages are based on the total number of cases (i.e., persons) who have published.

b The number of cases is quite small and percentages must be used with caution.

Table D-15

PATRONS IN EACH FIELD HOLDING FELLOWSHIPS OR GRANTS THE SPECIAL COLLECTIONS

	Total Number of Cases	Percent with Grants[a]		Total Number of Cases	Percent with Grants[a]
Humanities	224	26.8%	Creative arts	81	7.4%
Social sciences	56	21.4	Law	14[b]	7.1
Administration	6[b]	16.7	Business/commerce	64	1.6
Sciences	14[b]	14.3	Other	61	16.4

Respondents:	520
N.A. field:	8
N.A. fellowship:	7
Total	537

a Percentages are based on the total number of cases (i.e., persons) who hold grants.

b The number of cases is quite small and percentages must be used with caution.

Patron Characteristics Related to the Collection Used

Are there any characteristics which distinguish the patrons of one room from those of another? If the respondents' occupations, academic degrees, published works, and fellowships or grants are examined by the room they used, certain distinctions do emerge. As shown in Table D-16 the collections most heavily used by the respondents are the Rare Book Division and Manuscript Division. These two collections account for almost two-thirds of the use of all Special Collections. Care must be taken in generalizing about readers of Arents or Spencer since the total number of cases is small.

Table D-16

SPECIAL COLLECTION USED BY RESPONDENTS

Rare Book	33.4%	Berg	12.1%
Manuscript	31.8	Arents	3.2
Print	17.3	Spencer	2.2

Respondents:	537
N.A.:	0
Total	537

Is there any variation in the use of particular collections by patrons in different status categories? Table D-17 on the following page shows that there are definite differences. The majority of patrons of the Berg, Manuscript and Spencer Collections are academic users; faculty members predominate among Berg and Manuscript users. Although the percentages indicate that the majority of the users of the Spencer Collection are students, this difference is only one patron. The patrons of the Arents Collections tend to be businessmen. Patrons of the Prints Division are somewhat more likely to be in business or to be self-employed professionals than to be academic users. The Rare Book Division has the most even distribution of its patrons by occupation among the four major occupational groups--faculty members, students, proprietors or employees of private firms, and self-employed professionals.

An analysis of the relationship between the highest academic degree held and the use of specific collections shows results which could be anticipated in light of other data. As shown in Table D-18, also on the following page, a greater proportion of patrons of the Berg Collection than of any other, hold advanced degrees (86%); Manuscript ranks second (72%). This is not surprising when one remembers that a high proportion of these users are college or university faculty members and that 95% of the faculty members hold advanced degrees. Users of the Spencer Collection, although few in number, rank third (64%)--which agrees with the previous finding that the majority of these patrons are academic users (students and faculty). The other three collections, Rare Book, Prints, and Arents, do not have as high a proportion of academically affiliated users and correspondingly fewer of these patrons have advanced degrees (46%, 38% and 27%, respectively).

Table D-17

PATRON STATUS BY SPECIAL COLLECTION USED

	Arents	Berg	Manuscript	Prints	Rare Book	Spencer
Number of cases:	17*	65	171	92	178	12*
Faculty	5.9%	50.8%	42.7%	16.3%	21.9%	25.0%
Student	11.8	20.0	26.9	22.8	23.6	33.3
Schoolteacher	5.9	3.1	2.9	1.1	6.2	16.7
Proprietor or employee of private firm	41.2	12.3	5.3	27.2	16.8	0.0
Self-employed professional	5.9	3.1	7.6	19.6	17.4	0.0
Employed by non-profit organization*	5.9	1.5	4.7	4.3	4.5	8.3
Retired, unemployed, housewife	11.8	6.2	5.8	2.2	6.7	8.3
Other*	11.8	3.1	4.1	6.5	2.8	8.3

Respondents:	535
N.A.:	2
Total	537

*The number of cases is small and percentage figures must be used with caution.

Table D-18

PATRON'S HIGHEST DEGREE BY SPECIAL COLLECTION USED

	Arents	Berg	Manuscript	Prints	Rare Book	Spencer
Number of cases:	15*	63	169	89	173	11*
Doctorate	13.3%	30.2%	30.2%	9.0%	13.9%	36.4%
Master's degree	13.3	54.0	37.3	23.6	27.2	27.3
Professional degree*	0.0	1.6	4.1	5.6	5.2	0.0
Bachelor's degree	53.3	12.7	20.1	38.2	43.9	36.4
Degree below bachelor's	20.0	0.0	3.6	10.1	6.9	0.0
Other*	0.0	1.6	4.7	13.5	2.9	0.0

Respondents:	520
N.A.:	17
Total	537

*The number of cases is quite small and percentages must be used with caution.

Since half of the respondents are using the Special Collections in connection with research intended for publication, it is not surprising that a large proportion of the patrons of each collection cite that as their purpose. The Arents (although the number of cases is small) and Prints Collections, however, have heavy proportions whose purpose is other than to pursue research for a thesis or publication. Patrons working on a thesis are more common in the Berg, Manuscript, and Spencer Collections, although the number using this last room is so small that the percentage differences may not be as significant as they appear. Some patrons stated more than one purpose as shown in Table D-19.

Table D-19

PURPOSE OF PRESENT STUDY BY SPECIAL COLLECTION USED[a]

	Number of Cases	Thesis	Research for Publication	Other Research
Arents	17[b]	5.9%	47.1%	47.1%
Berg	64	32.8	50.0	17.2
Manuscript	170	38.2	34.7	14.7
Print	91	17.6	39.6	47.3
Rare Book	178	23.6	50.6	28.7
Spencer	12[b]	33.3	50.0	25.0

Respondents:	532
N.A.:	5
Total	537

a Totals may exceed 100% because of multiple responses.
b The number of cases is so small that percentage figures must be used with caution.

Knowing that the Berg Collection and the Manuscript Division have a higher proportion of users with advanced degrees than the other four collections, it is not unexpected that a greater percentage of these readers have already published works (48% and 44%, respectively). However, as shown in Table D-20 on the following page, these figures are not too much greater than the third ranking Arents Collections where 40% of the users have publications to their credit or the Rare Book Division with 39%. The patrons of the Spencer Collection are the least likely to have published works, although the number of cases is so small that this may not be representative of a larger sample of users.

Table D-20

PREVIOUS PUBLICATIONS BY PATRONS USING SPECIAL COLLECTIONS

	Total Number of Cases	Percent Published[a]		Total Number of Cases	Percent Published[a]
Berg	63	47.6%	Rare Book	167	38.9%
Manuscript	168	43.5	Prints	84	32.1
Arents	15[b]	40.0	Spencer	12[b]	25.0

Respondents:	204
Respondents not published:	305
N.A.:	28
Total	537

[a] Percentages are based on the total number of cases (i.e., persons) who have published.

[b] The number of cases is quite small and percentage figures must be used with caution.

More than half of the 95 fellowships and grants held by all respondents are held by users of the Manuscript Division; this number represents 29% of the patrons who use the Manuscript Division. A slightly smaller proportion of the Berg Collection's users hold fellowships and grants (28%). Relatively few users of the other Special Collections have this type of financial support. Table D-21 sets forth this information.

Table D-21

FELLOWSHIPS AND GRANTS HELD BY PATRONS USING SPECIAL COLLECTIONS

	Total Number of Cases	Percent[a]		Total Number of Cases	Percent[a]
Manuscript	167	29.3%	Rare Book	178	9.6%
Berg	64	28.1	Prints	90	8.9
Spencer	12[b]	16.7	Arents	17[b]	5.9

Respondents:	528
N.A. fellowships:	9
Total	537

[a] Percentages are based on the total number of cases (i.e., persons) who hold fellowships or grants.

[b] The number of cases is quite small and percentage figures must be used with caution.

PATTERNS OF USE

This section of the appendix reports the frequency and intensity of patron visits, his use of other libraries, the kinds of materials used, and the judgment of respondents on the usefulness of materials and assistance available in the Special Collections. Relationships are also drawn which describe the patterns of use typically followed by certain kinds of patrons.

Frequency and Intensity of Use

When asked how often they made use of the Special Collections, most of the respondents report that in a "typical week" they use the collection once a week or less. This lack of frequency is due in part to the large number (26%) of readers who hold an admission pass that is valid for only one day. However, as shown in Table D-22, more than a quarter (27%) of the patrons come two or three times a week and one in ten (11%) come even more often.

Table D-22

FREQUENCY OF USE
THE SPECIAL COLLECTIONS

Pass only valid for one day	25.6%	Three times a week	13.2%
Less than once a week	24.7	Four times a week	4.9
Once a week	11.9	Five times a week	4.5
Twice a week	13.6	Six times a week	1.7

Respondents:	531
N.A.:	6
Total	537

Respondents were also asked to indicate how many weeks they needed to use the Special Collections for the project they had undertaken. Exactly half required use of them for one week or less. A substantial number of these individuals were probably ones whose pass to a collection was valid only for one day. Almost one-fifth (17%) of the users required more than 12 weeks' use. These data are presented in Table D-23 on the following page.

Table D-23

DURATION OF RESPONDENT'S PROJECT
THE SPECIAL COLLECTIONS

Less than one week	40.9%	Four to eight weeks	6.7%
One week	9.1	Eight to twelve weeks	4.9
Two weeks	7.2	More than twelve weeks	17.3
Three to four weeks	13.9		

Respondents:	526
N.A.:	11
Total	537

Whether the number of visits is few or many, the hours spent are likely to be long. It is rare for a patron to stop for an hour or less. He is most likely to spend either two to four hours each visit or more than four, as shown in Table D-24.

Table D-24

LENGTH OF VISIT MADE BY RESPONDING PATRONS
THE SPECIAL COLLECTIONS

An hour or less	7.9%	Two to four hours	39.8%
One to two hours	25.5	Four to eight hours	26.8

Respondents:	533
N.A.:	4
Total	537

Table D-25 on the following page summarizes the frequency and intensity of use and considers the following variables: whether visits were made twice a week or less vs. more frequent visits; whether visits lasted for two hours or less vs. longer visits; and, whether use of the Special Collections was needed for two weeks or less, for three to eight weeks or longer. When the days, hours and weeks are considered together, certain trends emerge. No matter for how many weeks use of the Special Collections was required, the greatest proportion of patrons used them "twice a week or less for more than two hours" and the smallest proportion made visits "more than twice a week for fewer than two hours."

As seen in the vertical "total" column, patrons making least intensive use of the Special Collections ("twice a week or less for fewer than two hours") constitute the second largest of the four groups of users. The group ranking third is that constituted of patrons making the most intensive use ("more than twice a week for more than two hours").

Table D-25

FREQUENCY AND INTENSITY OF USE SUMMARIZED THE SPECIAL COLLECTIONS

Visits	For 2 Weeks or Less	For 3-8 Weeks	Longer	Total
Twice a week or less for fewer than two hours	20.0%	3.6%	6.3%	29.9%
Twice a week or less for more than two hours	23.9	10.5	11.1	45.5
More than twice a week for fewer than two hours	1.3	1.0	0.6	2.9
More than twice a week for more than two hours	12.0	5.3	4.4	21.7
Total	57.2%	20.4%	22.4%	100.0%

Respondents:	524
N.A.:	13
Total	537

How are these general patterns reflected in the use of each division? Although 57% of all respondents required use of the Special Collections for a short period (two weeks or less), the Rare Book and Prints Divisions are notable exceptions. Table D-26 shows that their readers tend to require more extended periods of time.

Table D-26

DURATION OF PROJECT BY PATRONS' USE OF DIFFERENT SPECIAL COLLECTIONS

	Number of Cases	Two Weeks or Less	3-8 Weeks	Longer
Arents	16*	75.0%	6.3%	18.7%
Berg	62	69.4	12.9	17.7
Manuscript	170	72.8	14.8	12.4
Print	89	48.4	25.8	25.8
Rare Book	175	40.0	28.0	32.0
Spencer	12*	66.7	8.3	25.0

Respondents:	524
N.A.:	13
Total	537

*The number of cases is small and percentage figures must be used with caution.

Among those patrons who use the Special Collections is there variation in the frequency of visits made to each collection? Table D-27 reports the proportion of the users of each room who made few visits (twice a week or less) and the proportion who made many visits (more than twice a week). The vast majority (90%) of patrons using the Prints Division make few visits while the Berg Collection has the largest proportion of users making many visits (32%).

Table D-27

PATRON VISITS PER WEEK BY COLLECTION USED

	Number of Cases	Few Visits[a]	Many Visits[b]
Arents	16[c]	81.3%	18.7%
Berg	62	67.7	32.3
Manuscript	170	71.2	28.8
Prints	89	89.9	10.1
Rare Book	175	74.3	25.7
Spencer	12[c]	75.0	25.0

Respondents:	524
N.A.:	13
Total	537

[a] Few visits comprise the following answers: pass only valid for one day, less than once a week, once a week, twice a week.

[b] Many visits comprise the answers: three, four, five, six times a week.

[c] The number of cases is small and percentage figures must be used with caution.

Table D-28 on the following page refines the information given in Table D-27 by including information on whether the "few visits" or "many visits" are long or short. Patrons of the Arents Collections, although few in number, tend to spend a short time in a collection they visit infrequently. It is generally far more common for patrons to spend a long time each visit regardless of how often they visit. Users of the Prints Division are the most likely to spend long hours during few visits while the Berg Collection has a larger proportion of patrons who make many visits and spend longer hours than the other five collections.

Table D-28

LENGTH OF EACH VISIT BY COLLECTION USED

	Number of Cases	Few Visits		Many Visits	
		Short Hours[a]	Long Hours[b]	Short Hours[a]	Long Hours[b]
Arents	16[c]	43.8%	37.5%	0.0%	18.7%
Berg	62	22.6	45.2	3.2	29.0
Manuscript	170	28.8	42.4	1.2	27.6
Print	89	36.0	53.9	2.2	7.9
Rare Book	175	29.1	45.2	5.1	20.6
Spencer	12[c]	33.3	41.7	0.0	25.0

Respondents:	524
N.A.:	13
Total	537

[a] Short hours comprise the following answers: an hour or less, one to two hours.

[b] Long hours comprise the answers: two to four hours, four to eight hours.

[c] The number of cases is small and percentage figures must be used with caution.

Although in many categories the number of cases is too small for reliable interpretation, an analysis of frequency and intensity of use by academic degree held, not presented here, shows some trends. Those individuals who show frequent (more than twice a week), intensive (more than two hours a day) use over short periods (two weeks or less) are more likely to hold an advanced degree--especially a doctorate. Those who come less frequently (less than twice a week) over extended periods of time are less likely to have earned an advanced degree and are more likely to hold a bachelor's--whether or not they spend long hours during their visit.

Other Libraries Consulted

Do these users try to find needed materials at other libraries before coming to the Special Collections? Table D-29 on the following page shows that at least 383 patrons, 73% of the respondents, had previously tried other libraries. The largest number (28%) reported that they had used one other library; 41% reported two or three, and the next largest number, 12% of the patrons, consulted at least ten.

Table D-29

NUMBER OF OTHER LIBRARIES TRIED PREVIOUSLY THE SPECIAL COLLECTIONS

One	28.2%	Five	4.7%
Two	23.5	Six to seven	3.9
Three	17.0	Eight or nine	1.3
Four	9.4	Ten or more	12.0

Respondents:	383
No others consulted:	144
N.A.:	10
Total	537

When a patron has consulted other libraries, did he try local libraries or not? More than half of the other libraries consulted are in New York City. However, a substantial proportion of users have been to libraries outside the metropolitan area. Second ranking is Washington, D.C., reflecting use of the Library of Congress by almost one out of every five users. Table D-30 presents the data; three respondents who did not report the number of other libraries consulted did designate the location of another library.

Table D-30

LOCATION OF OTHER LIBRARIES TRIED PREVIOUSLY* THE SPECIAL COLLECTIONS

New York City	58.8%	Metropolitan New Jersey and New York	6.0%
Washington, D.C.	19.2	California	6.0
Massachusetts	17.6	All other states	25.4
Connecticut	13.7	Foreign countries	12.2
Non-metropolitan New Jersey and New York	12.7	Location not specified	13.2
Pennsylvania	7.0		

Respondents:	386
No others consulted:	144
N.A.	7
Total	537

*Total exceeds 100% because of multiple responses.

Which patrons of the Special Collections tend to consult other libraries first? Table D-31 on the following page presents the data and shows certain trends. Patrons of the Prints Division are the most likely to have tried libraries in New York City, while patrons of Berg are the least likely to have done so. The latter users are the most likely to have tried libraries in Massachusetts and Connecticut. Users of the Manuscript Division are the most likely to have tried libraries in Washington, D. C.

Table D-31

LOCATION OF OTHER LIBRARIES TRIED PREVIOUSLY[a] BY PATRONS USING DIFFERENT COLLECTIONS

	Number of Cases	New York City	Washington D.C.	Massa-chusetts	Connecticut
Arents	9[b]	55.6%	11.1%	11.1%	0.0%
Berg	49	36.7	12.2	24.5	22.4
Manuscript	131	55.0	31.3	21.4	19.1
Print	63	79.4	7.9	11.1	7.9
Rare Book	126	61.9	16.7	15.9	9.5
Spencer	8[b]	50.0	0.0	0.0	0.0

Respondents:	386
No others consulted:	144
N.A.	7
Total	537

a Because only libraries located in the places specified are included, total may not reach 100%. Notwithstanding this, total may exceed 100% because of multiple responses.

b The number of cases is so small that percentage figures must be used with caution.

Are those users who hold advanced degrees more likely to have consulted other libraries than those who do not? Table D-32 presents the data which show that this is, in fact, the case.

Table D-32

OTHER LIBRARIES TRIED BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES THE SPECIAL COLLECTIONS

	Number of Cases	Percent[a]		Number of Cases	Percent[a]
Doctorate	107	84.1%	Bachelor's degree	162	66.7%
Master's degree	167	80.2	Degree below bachelor's	29[b]	65.5
Professional degree	21[b]	52.4	Other	25[b]	44.0

Respondents:	511
N.A. libraries:	9
N.A. degree:	15
N.A. both:	2
Total	537

a Percentages are based on the total number of cases (i.e., persons) holding a given degree.

b The number of cases is so small that percentage figures must be used with caution.

Table D-33 indicates that the consultation of other libraries is related to the patron's purpose in undertaking his present study. Readers whose purpose is to pursue research leading to a thesis or publication are more likely to have tried another library.

Table D-33

OTHER LIBRARIES TRIED BY PURPOSE OF PRESENT STUDY
THE SPECIAL COLLECTIONS

	Number of Cases	Percent[a]
Thesis	147	85.7%
Research for publication		
Book	168	79.2
Periodical	70	68.6
Newspaper	5[b]	100.0
Other	26[b]	53.8
Neither thesis nor for publication	136	59.6

Respondents:	522
N.A. libraries:	10
N.A. purpose:	4
N.A. both:	1
Total	537

a Percentages are based on the total number of cases (i.e., persons) with a given purpose.

b The number of cases is small and percentage figures must be used with caution.

Kinds of Materials Used

As shown in Table D-34, the readers in Special Collections use a wide variety of materials in working on their projects. Few appear to restrict themselves to one or two kinds of material. The heaviest use is of books, but half of the readers use manuscripts. Pictures or prints, pamphlets, and periodicals are each used by more than 20% of the patrons.

Table D-34

KINDS OF MATERIALS USED*
THE SPECIAL COLLECTIONS

	Percent		Percen
Books and monographs	66.9%	Maps	7.5%
Manuscripts	50.5	Photographs, negatives, slides	6.7
Pictures or prints	26.7	Government publication	5.0
Pamphlets	21.1	Posters, playbills, etc.	3.2
Periodicals	20.7	Music scores	0.6
Newspapers	16.8	Phonograph records, tapes	0.4
Microfilm	10.3		

Respondents:	535
N.A.	2
Total	537

*Total exceeds 100% because many patrons use more than one type of material.

Is this diversity in the use of materials found among the users of all these collections? Table D-35 indicates that only among respondents working in the Rare Book Division and the Manuscript Division has some use been made of every type of material in the course of current projects. The Arents Collections is the only one whose patrons all used books.

Table D-35

KINDS OF MATERIALS USED BY COLLECTION[a]

Material	Arents	Berg	Manuscript	Prints	Rare Book	Spencer
Number of cases:	17[a]	65	170	93	178	12[a]
Books and monographs	100.0%	63.1%	37.6%	69.9%	91.6%	66.7%
Manuscripts	23.5	80.0	95.9	9.7	21.9	25.0
Pictures or prints	11.8	12.3	8.8	83.9	20.8	25.0
Pamphlets	47.1	6.2	20.6	12.9	29.8	8.3
Periodicals	29.4	10.8	17.6	20.4	25.8	33.3
Newspapers, clippings	11.8	6.2	20.6	10.8	21.9	0.0
Microfilm, microcards, etc.	0.0	4.6	9.4	3.2	17.4	16.7
Photographs, negatives, slides	0.0	3.1	4.7	8.6	9.6	8.3
Maps	0.0	3.1	5.9	8.6	10.7	8.3
Government publications[b]	17.5	0.0	5.3	1.1	7.9	0.0
Posters, playbills, etc.[b]	0.0	0.0	1.8	3.2	6.2	0.0
Phonograph records, tapes[b]	0.0	0.0	0.6	0.0	0.6	0.0
Music scores[b]	0.0	0.0	0.6	0.0	0.6	0.0

Respondents:	535
N.A.:	2
Total	537

a Totals exceed 100% because of multiple responses.
b The number of cases is small and percentage figures must be used with caution.

Do patrons who have earned advanced degrees tend to use more kinds of materials than those who hold lower degrees? Table D-36 on the following page shows that this is not the case. A greater proportion of patrons with a bachelor's degree, lower degree or "other" degree are the heaviest users of almost every kind of material, with the notable exception of manuscripts.

Table D-36

KINDS OF MATERIAL USED BY PATRONS HOLDING DIFFERENT ACADEMIC DEGREES[a] THE SPECIAL COLLECTIONS

	Doctorate	Master's Degree	Professional Degree	Bachelor's Degree	Degree Below Bachelor's	Other Degree
Number of cases:	107	170	22[b]	163	30	26[b]
Books	58.9%	61.8%	72.7%	75.5%	70.0%	69.2%
Manuscripts	69.2	62.4	45.5	31.9	30.0	46.2
Pictures, prints	13.1	20.0	27.3	35.6	33.3	50.0
Pamphlets	17.8	18.2	22.7	27.0	26.7	7.7
Periodicals	21.5	20.0	13.6	23.9	10.0	19.2
Newspapers, clippings	15.0	12.4	18.2	21.5	20.0	11.5
Microfilm, microcards, etc.	11.2	7.6	4.5	11.0	13.3	15.4
Maps	3.7	5.9	4.5	8.6	20.0	11.5
Photographs, negatives, slides	1.9	5.9	0.0	12.3	0.0	11.5
Government publications[b]	2.8	4.7	0.0	8.0	6.7	0.0
Posters, playbills, etc.[b]	1.9	2.9	4.5	4.3	0.0	7.7
Music scores[b]	0.0	1.2	0.0	0.0	0.0	0.0
Phonograph records, tapes[b]	0.0	0.0	0.0	1.2	0.0	0.0

Respondents:	518
N.A. degree:	17
N.A. materials:	2
Total	537

a Totals exceed 100% because of multiple responses.
b The number of cases is small and percentage figures must be used with caution.

Table D-37 on the following page shows the relationship between patron status and kinds of material used. A greater proportion of users who are students, business patrons and self-employed professionals use almost every kind of material more than faculty--with the notable exception of manuscripts. This finding closely parallels the previous analysis of academic degree by kind of material used and is, of course, expected because of the relationship between patron status and academic degree reported earlier. Patrons from the business world use almost all kinds of materials more heavily than do respondents of any other group. Included in Table D-37 are only those occupational categories with enough cases for reliable data.

Table D-37

KINDS OF MATERIAL USED BY PATRONS IN DIFFERENT STATUS CATEGORIES[a] THE SPECIAL COLLECTIONS

	Faculty	Students	Employed by Private Firm	Self-Employed Professionals
Number of cases:	163	127	79	65
Books	58.9%	62.2%	81.0%	75.4%
Manuscripts	70.6	48.0	30.4	35.4
Pictures, prints	13.5	22.0	51.9	40.0
Pamphlets	18.4	23.6	26.6	15.4
Periodicals	22.1	22.0	26.6	16.9
Microfilm, microcards, etc.	10.4	9.4	13.9	13.8
Newspapers, clippings	16.0	15.0	17.7	18.5
Maps	2.5	3.9	20.1	13.8
Photographs, negatives, slides	4.3	3.1	16.4	12.3
Government publications[b]	3.7	5.5	8.9	3.1
Posters, playbills, etc.[b]	2.5	0.0	12.7	1.5
Music scores[b]	1.2	0.8	0.0	0.0
Phonograph records, tapes[b]	0.0	0.8	1.2	0.0

Respondents:	434
Occupation not included:	99
N.A. occupation:	2
N.A. materials:	2
Total	537

a Totals exceed 100% because of multiple responses.
b The number of cases is small and percentage figures must be used with caution.

Another analysis, not reproduced here, of previous use of other libraries and kinds of materials used showed no significant relationship.

Usefulness of Materials and Assistance

Users were asked to indicate how useful materials were and how useful was assistance from the staff. Although the choices "extremely useful" and "useful" were both included on the questionnaire, the distinction is a rather subjective one. Consequently, both categories are retained in the tables that follow for the interest of the reader. However, the text will always combine these two categories as "generally useful" to compare those patrons who were satisfied with the materials and assistance available in the Special Collections with those who were not fully satisfied.

As shown in Table D-38 there was agreement by 90% of the patrons that both the materials and the help from librarians were generally useful. Some patrons who were unable to locate certain material rated the usefulness of those items which they had been able to find. Because of these multiple responses the percentages in the table referring to materials exceed 100%.

Table D-38

USEFULNESS OF MATERIALS AND ASSISTANCE THE SPECIAL COLLECTIONS

	Materials[a]	Aid of Librarian
Number of cases:	534	509
Extremely useful	69.3%	56.2%
Useful	20.4	32.2
Partially useful	7.5	7.3
Not useful	1.5	1.8
Do not know	0.9	2.6
Some material not available	8.2	–[b]

Respondents:	534	Respondents:	509
N.A.:	3	N.A.:	28
Total	537	Total	537

[a] Total exceeds 100% because those who found material unavailable also rated the materials they had used.

[b] This alternative is not applicable and did not appear on the questionnaire.

When the usefulness of the material is broken down by each collection, the Rare Book Division is most likely (96%) to furnish materials that are generally useful even though they are also the most likely to receive requests for materials that are not available. These data are presented in Table D-39.

Table D-39

USEFULNESS OF MATERIALS BY COLLECTION USED[a]

	Arents	Berg	Manuscript	Prints	Rare Book	Spencer
Number of cases:	17[b]	65	170	92	178	12[b]
Extremely useful	52.9%	81.5%	56.5%	70.7%	77.5%	75.0%
Useful	35.3	6.2	27.6	19.6	18.5	8.3
Partially useful	11.8	6.2	12.9	5.4	2.8	16.7
Not useful	0.0	1.5	1.8	2.2	1.1	0.0
Do not know	0.0	3.1	1.8	0.0	0.0	0.0
Some materials not available	5.9	3.1	6.5	8.7	11.8	8.3

Respondents: 534
N.A.: 3
Total 537

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a Totals may exceed 100% because some patrons who found materials unavailable also rated the materials they had used.
b The number of cases is small and percentage figures must be used with caution.

When the usefulness of the librarian's aid is considered by division, slightly more of those using the Prints Division, the Berg Collection and the Rare Book Division judged staff assistance as generally useful. This information is shown in Table D-40.

Table D-40

USEFULNESS OF ASSISTANCE BY COLLECTION USED

	Arents	Berg	Manuscript	Prints	Rare Book	Spencer
Number of cases:	17*	62	162	92	165	11*
Extremely useful	52.9%	62.9%	43.8%	64.1%	60.6%	72.7%
Useful	29.4	29.0	40.7	27.2	29.7	9.1
Partially useful	17.6	4.8	10.5	6.5	4.2	9.1
Not useful	0.0	0.0	2.5	0.0	2.4	9.1
Do not know	0.0	3.2	2.5	2.2	3.0	0.0

Respondents: 509
N.A. 28
Total 537

*The number of cases is small and percentage figures must be used with caution.

Table D-41 indicates how patrons rated the usefulness of different kinds of materials they had used. There is some distortion in these data which is seen most readily in the information for "material unavailable." If a person used more than one kind of material (e.g., microfilm, government publications, and maps) and said that the material used was "extremely useful," this rating was recorded for each kind of material used. This same procedure was used when needed material was not available because it was impossible to know what was unavailable if the patron used more than one kind of material. Consequently, if a person wanted to use microfilm, government publications and maps and was unable to locate the maps, this was recorded for all three categories. Because of this, the percentages given for "materials unavailable" are somewhat inflated.

Table D-41

USEFULNESS OF MATERIAL BY KIND OF MATERIAL USED THE SPECIAL COLLECTIONS

	Number of Cases	Extremely Useful	Useful	Partially Useful	Not Useful[a]	Do Not Know[a]	Material Unavailable
Microfilm	55	85.5%	10.9%	1.8%	0.0%	0.0%	12.7%
Government publications	27[a]	85.2[b]	18.5[b]	3.7	3.7	0.0	11.1
Maps	40	80.0	10.0	7.5	0.0	2.5	12.5
Periodicals	110	78.2	16.4	4.5	0.0	0.0	15.5
Newspapers	90	74.4	17.8	4.4	0.0	1.1	15.6
Books and monographs	357	73.9	19.3	4.8	1.1	0.8	10.6
Photographs and slides	36	72.2	22.2	5.6	0.0	0.0	11.1
Pamphlets	113	71.7	23.0	4.4	0.0	0.0	15.0
Pictures and prints	142	69.7	22.5	4.9	1.4	0.7	12.7
Manuscripts	269	65.1	21.2	11.2	1.5	1.5	8.9
Music scores	3[a]	66.7	0.0	33.3	0.0	0.0	0.0
Phonograph records	2[a]	50.0	50.0	0.0	0.0	0.0	0.0
Posters, playbills	17[a]	70.6	23.5	5.9	0.0	0.0	11.8

[a] The number of cases is small and percentage figures must be used with caution.

[b] Some users indicated that some of the government publications used were "extremely useful" and others that they had used were only "useful." Because of these multiple responses, the total for "generally useful" exceeds 100%.

The majority of patrons were fully satisfied with the materials of the Libraries and found them generally useful. The best satisfied patrons used microfilm and government publications (although the number of cases is small) while the least satisfied used manuscripts.

An analysis of the usefulness of the materials by each occupational or research field is shown in Table D-42. Here the aforementioned problem of "materials unavailable" does not arise, because each respondent indicated only one field.

Table D-42

USEFULNESS OF MATERIAL USED BY OCCUPATIONAL OR RESEARCH FIELD[a]
THE SPECIAL COLLECTIONS

	Number of Cases	Extremely Useful	Useful	Partially Useful	Not Useful[b]	Do Not Know[b]	Materials Unavailable
Sciences	14[b]	92.9%	7.1%	0.0%	0.0%	0.0%	7.1%
Creative arts	84	72.6	19.0	7.1%	0.0	1.2%	8.3
Administration	7[b]	71.4	0.0	14.3	0.0	14.3	0.0
Humanities	224	69.2	17.9	9.8	1.8%	0.9	11.2
Business/commerce	64	64.1	29.7	4.7	0.0	0.0	9.4
Social sciences	56	62.5	28.6	5.4	1.8	1.8	0.0
Law	14[b]	57.1	35.7	7.1	0.0	0.0	7.1
Other	62	75.8	16.1	3.2	4.8	0.0	3.2

Respondents: 525
N.A. field: 9
N.A. usefulness: 2
N.A. both: 1

Total 537

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[a] Totals may exceed 100% because some patrons who found materials unavailable also rated the materials they had used.

[b] The number of cases is small and percentage figures must be used with caution.

Although the number of cases is small, all of the users in the sciences judged the materials generally useful even though 7% were unable to get needed materials. Patrons who specified humanities and administration as their field (although the sample for the latter group is very small) were least satisfied (87% and 71%, respectively, found the materials generally useful). The largest proportion of patrons who planned to use some material but found it was unavailable were in the field of humanities.

Is there any variation in the usefulness of materials when the purpose of the study is considered? Table D-43 on the following page presents these data and indicates a definite trend. More than 90% of those users who were engaged in non-thesis research were fully satisfied with the materials that they had been able to locate while only 83% of those patrons who were working on a thesis judged the materials this highly.

Table D-43

USEFULNESS OF MATERIAL BY PURPOSE OF PRESENT STUDY*
THE SPECIAL COLLECTIONS

	Thesis	Research for Publication	Other Research
Number of cases:	149	264	140
Extremely useful	64.4%	72.3%	70.7%
Useful	18.1	19.7	20.7
Partially useful	11.4	7.2	4.3
Not useful	4.0	0.8	0.7
Do not know	0.7	0.4	2.1
Materials unavailable	10.1	9.5	5.7

*Totals exceed 100% because some patrons who found materials unavailable also rated the materials they had used.

COMMENTS AND SUGGESTIONS

Space was allotted on the questionnaire for patrons to write comments concerning any aspect of The Research Libraries they wished to discuss. Almost two-fifths (37.8%) of the users of the Special Collections commented. The greatest number of positive comments centered on the staff while the greatest proportion of negative comments concerned facilities and services. It is evident that in all cases except that of facilities and services, proportions of users making positive comments far outweigh the proportions making negative ones. Table D-44 summarizes these data and is followed by representative comments in each of the subject areas.

Table D-44

PROPORTIONS OF THE 203 USERS OF
THE SPECIAL COLLECTIONS MAKING COMMENTS*

Subject of Comment	Positive	Negative
Staff	43.3%	8.9%
Materials and resources	28.6	8.4
Facilities and services	14.8	45.3
Uncategorizable	28.6	2.5

Respondents:	203
N.A.	334
Total	537

*Percentages in this table are based on the number of respondents (203), and indicate the proportion of these respondents making positive and/or negative comments in each of the subject areas. Total of positive comments exceeds 100% because of multiple responses. Total of negative comments does not reach 100% because more positive than negative comments were made.

Comments About Staff

"The personnel are scholarly and helpful."

"The staff perform their duties in a most capable manner."

"The staff has been unfailingly helpful."

"I found the staff extremely courteous and helpful."

"I was pleased with the service and help I received."

"Your staff was well-informed and thoroughly helpful."

"I would like to praise the excellent help given me by the librarians."

"I received a cool and haughty reception from one librarian in the . . . . She took a 2-1/2 hour lunch and made me wait until her return although it took her about fifteen minutes to turn the pages of the [item] I wished to see."

"I felt the attitude of the . . . custodian was unnecessarily priggish. We had undergone a certain amount of justifiable scrutiny to gain admission to the collection. The degree of constant scrutiny we received once inside seemed quite excessive."

"Librarians are over-protective of their books and the atmosphere is uncomfortable."

"The staff shows a nice helpful spirit."

"At all times I have received outstanding help from the library staff."

"The snobbish, possessive attitude of the head librarian of . . . was uncalled for and unbearable. . . . was very helpful but in such an unpleasant way!"

"Due to the officious and peremptory service from senior librarians, I found working conditions in the . . . somewhat less than congenial."

"The staff is generally highly qualified but has often been handicapped by not being large enough to serve its massive clientele. My only complaint is at the general atmosphere surrounding the . . . ; it could take lessons in amiability from the personnel in the . . . . Basically, however, this is of slight importance compared to the actual helpfulness available once one has established himself."

"I should like to take this opportunity to commend not only the librarians and assistants but also all other employees of whom I had occasion to ask information and help for extreme courtesy and knowledgeable assistance."

"In the . . . I have often been appalled at the rudeness of the young assistants behind the service desks. The mature librarians in charge of this room do not, I think, realize how their young trainees behave when unsupervised."

"I was impressed with the competence and efficiency of the staff and deeply appreciative of the invaluable assistance."

"I was very impressed with the competence, willingness, and resourcefulness of the staff."

"The entire library staff seems in need of spiritual uplift."

"A good working place professionally run."

"That the staff of the . . . be more polite and helpful--and that they hover a little less."

"Divisions are seemingly less interested in commercial writers as opposed to academic."

Comments About Materials and Resources

"I found perhaps a dozen times that materials I needed had been razored out of the Library's volume."

"Too many materials are always missing. They are either at the Annex or in the bindery."

"I am very much impressed by the valuable amount of original material available to the general public in the Print Room."

"There is no work, no matter how obscure, that I have failed to find at The New York Public Library."

"The New York Public Library has in its possession the largest collection of old original Japanese woodcut prints that have been maintained in excellent condition."

"The card catalogue, as you probably know, is in a terrible state of physical deterioration."

"You possessed important manuscripts not otherwise available."

"I find that the N.Y. Historical Society has a much more complete holding in political cartoons, and also that they have a much better cataloging system for finding their cartoons."

"I consider the 42nd Street Library an invaluable source of information and the librarians extremely helpful."

"The collections are unique for my study of 16th century French and German illustrated books."

"The Print Room has material that is not even classified, but the librarian led me to it. Why are holdings of the library such as original drawings not classified?"

"I found the library a wonderful asset."

"The materials I needed were in the Berg Collection and were not listed in the main catalog. This caused great delay. I suggest some kind of cross-reference system."

"I have made extensive use of the Berg and Rare Book Collections, and have found them to be remarkable sources for our publishing program."

"The N.Y. Public Library has a fine collection of Burroughsiana, notably in the Berg Collection."

"If something is not there, it is practically impossible to get it anywhere else."

"Due to lack of funds I find clippings and valuable comments disintegrating."

"The materials at the NYPL are unique."

Comments About Facilities and Services

"The reproduction department is very good, both technically and in understanding speed when deadlines must be met."

"Keep the Print Division open longer; its hours are very inconvenient."

"It's impossible to hold out on a hot day."

"A Xerox copier on hand would be an aid."

"You need more personnel."

"Facilities of the Print Room are limited."

"The Art and Architecture catalog is nearly impossible to use without a considerable amount of assistance from the librarians."

"One of the most useful services has been the ease and speed by which one can have photostatic copies of texts one wishes to study."

"It is not unreasonable to require passes to use special research materials, since European libraries do this also. The most helpful thing is to make obtaining the passes as quick as possible."

"The study located in the Main Reading Room is a great asset."

"Excellent service in the Special Collections, poor in the Main Reading Room."

"It should be easier to arrange to consult a book from some other division of the library."

"Special Collections cards should be good for one year, not six months. The tables (in the Special Collections) have not been fully occupied on every occasion when I have been to the office to renew my card."

"It is a hardship to out-of-town--and even many local--scholars to have to arrange a day in advance to use certain items."

"Please improve the lighting in the Rare Book Room."

"The main reference room is a nightmare, but the specialized collections are always easy to use."

"Too many request slips are returned in the central research division marked mis-shelved or missing. Yet these books can be found when one is insistent upon sending the slip back again. This has happened to me repeatedly."

"As I recall, I faced quite a bit of red tape in getting to use the collections."

"More space and more quiet are needed in the Berg Collection."

"The atmosphere is conducive to producing steady work."

"Perhaps you should charge admission (say 25¢ or 50¢) for a day ticket. This would raise money to keep the library the way it is."

"The space in the Special Collections is not sufficient for the demand placed upon it."

"I dislike the Library's policy of refusing to lend positive microfilms on interlibrary loan and feel it is a most unscholarly attitude."

"I was greatly impressed by the tight security measures to guard the Arnold Bennett journals."

"I feel that the Manuscripts Division should catalog or at least list the items by subject, type of material, and whether it is an original, abstract, or extract in each box. Also there is no notation as to where an original letter is located when an abstract is shown."

"I suggest that passes for the purpose of facilitating searches in the reference section on the third floor be issued to bona fide scholars, as is done everywhere else I have researched."

"Only criticism is method of getting books from the general collection and the limit, because I came in from out of town and could not easily reserve in advance."

"Please stay open during the evening."

"Space is the biggest problem."

"The rule against bringing any books into the reading area is a serious disability when one is working among books in medieval Latin and French law, as I am!"

"Picture indexes are inadequate. Cards in the subject indexes are vague concerning illustrations."

"Your telephone reference service is superb!"

Uncategorizable Comments

"I found the Library most helpful."

"Your rules are properly protective."

"The New York Public Library is unbelievably excellent."

"It is a great library. Please keep it available for research."

"What you need is more money."

"On the whole, I am proud of your Library."

"NYPL is a wonderful public library. Its 'openness' is a great feature. It deserves the fullest public and private support."

"Whole experience very pleasant and valuable."

"It is, of course, one of the greatest American research libraries and cannot be ignored by any serious scholar."

"The Special Collections seem to be admirably run."

"For fifty years I have used it in almost every way."

"The Library performs an irreplaceable service."

"The NYPL is, next to the British Museum, the most useful Library I know of. . . . I do not hesitate to put down in writing, is the most useless library I have ever worked in, due to innumerable inconveniences. By the same token, if the NYPL continues to expand its appeal to casual and juvenile readers who can find what they want elsewhere, it too will eventually become as annoying to a serious student as . . . . Then, I suppose I'll have to move to England."

"The New York Public Library is the most marvelous institution of its kind that I have ever seen, with rich resources and efficient staff members. Suggestion: Send help to the . . . Public Library.!"

"The NYPL is one of the great research collections in the U.S. I trust that its collections may increase and that the good service to the scholarly world will continue."

"The NYPL is one of the best in the country, if not the world."

"Greatly admire the way you operate amid all the difficulties of limited budget and space and increasing public use."

"Special Collections invaluable for my research and book."

"Absolute perfection."

"I rarely consult other libraries anymore, since in the past I have found them inadequate."

"I am delighted to have an opportunity to express my deep gratitude to the NYPL Special Collections."

"I have only praise for one of the world's great libraries, its resources, and its staff."

Are these comments representative of all types of patrons, or do certain groups of patrons vary in their attitudes toward staff, resources and facilities? To answer this question, comments were re-examined in their relation to holders of various degrees, and in relation to patronage of each individual collection.

Considering first the proportions of patrons in each degree category who made positive and/or negative remarks, it may be seen that those holding advanced degrees (especially doctorates), make more positive comments concerning staff than those with a bachelor's. Those holding a master's make proportionately more negative comments and/or proportionately less positive comments in every category--staff, resources, facilities and services, and uncategorized. Concerning the small groups of degree holders, it appears that those with a professional degree had little good or bad to say about anything, except for making favorable comments about the staff. Those with a degree below bachelor's made no negative comments except in regard to facilities and services, and had a few positive ones to make. Those with some "other" degree generally had more favorable than negative comments except, again, in the case of facilities and services. Table D-45 on the following page presents the detailed breakdown.

Considering now the proportions of patrons in the Manuscript, Prints and Rare Book Divisions making positive and/or negative comments, it is evident that all make equally favorable comments about the staff, with Rare Book patrons making the greatest number of negative remarks, and Prints patrons making the least number of negative comments. Manuscript patrons make fewer positive comments about materials and resources, and patrons of Rare Book made proportionately more negative remarks in this area. In the case of facilities and services all patrons, to the same extent, made more negative comments than positive ones, the only reversal of the trend of positive outweighing negative remarks. And finally in the case of uncategorized comments, patrons of Rare Book made the greatest number of positive comments and the least number of negative ones, while the opposite is true of Prints patrons. Data are very sketchy for the three rooms with few patrons (Arents, Berg, and Spencer). Little can be concluded beyond the following limited observations: patrons of Arents made no uncategorizable negative comments; patrons of Spencer made generally positive rather than negative comments; and Berg patrons reacted in the same way, except with a clear reversal of the latter trend concerning facilities and services. Table D-46 on page D-41 reports all of the data.

INTERVIEW OF PERSONS USING SPECIAL COLLECTIONS

Five patrons of each of the rooms housing Special Collections were interviewed by telephone. They were chosen at random from among those readers who agreed to be interviewed by completing our request

Table D-45

PROPORTIONS OF DEGREE HOLDERS MAKING COMMENTS[a]
THE SPECIAL COLLECTIONS

Degree Held	Staff		Materials and Resources		Facilities and Services		Uncategorized	
	Positive	Negative	Positive	Negative	Positive	Negative	Positive	Negative
All advanced	47.7%	10.8%	23.4%	6.3%	12.6%	45.0%	24.3%	3.6%
Doctorate	53.3	8.9	35.6	2.2	24.4	37.8	40.0	4.4
Master's	42.1	14.0	17.5	7.0	3.5	54.4	14.0	3.5
Professional[b]	55.6	0.0	0.0	22.2	11.1	22.2	11.1	0.0
Bachelor's	39.0	8.5	37.3	8.5	20.3	42.4	39.0	1.7
Below bachelor's[b]	36.4	0.0	27.3	0.0	0.0	63.6	18.2	0.0
Other[b]	38.5	0.0	38.5	15.4	23.1	53.8	23.1	0.0

Respondents:	194
N.A. comments:	326
N.A. degree:	9
N.A. both:	8
Total	537

[a] Percentages in this table are based on the number of respondents rather than the number of comments, and indicate the proportions of these respondents in each degree category making positive and/or negative comments in each of the subject areas.

[b] There are few respondents in these degree categories (professional: 9; below bachelor's: 11; other: 13), hence results must be interpreted cautiously.

Table D-46

PROPORTIONS OF USERS OF EACH OF THE SPECIAL COLLECTIONS MAKING COMMENTS[a]

Room Used	Staff		Materials and Resources		Facilities and Services		Uncategorized	
	Positive	Negative	Positive	Negative	Positive	Negative	Positive	Negative
Arents[b]	33.3%	50.0%	16.7%	33.3%	33.3%	33.3%	33.3%	0.0%
Berg[b]	60.0	15.0	35.0	0.0	5.0	25.0	35.0	10.0
Manuscripts	40.9	6.1	19.7	4.5	10.6	51.5	27.3	1.5
Prints	41.2	0.0	32.4	5.9	17.6	47.1	11.8	5.9
Rare Book	42.0	10.1	33.3	14.5	15.9	46.4	37.7	0.0
Spencer[b]	50.0	12.5	37.5	0.0	37.5	37.5	12.5	0.0

Respondents:	203
N.A. room:	0
N.A. comments:	334
N.A. both:	0
Total	537

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[a] Percentages in this table are based on the number of respondents rather than the number of comments, and indicate the proportions of these respondents in each room making positive and/or negative comments in each of the subject areas.

[b] There are relatively few respondents in these rooms (Arents: 6; Berg: 20; Spencer: 8), hence results must be interpreted very cautiously. While there are more patrons in the other rooms (Manuscripts: 66; Prints: 34; Rare Book: 69), these data too must be analyzed conservatively.

form distributed during one to two weeks in the summer. Similar questions were asked of each patron and the answers will be reported by question, but distinguishing the users of the rooms from each other where appropriate. Most readers use more than one collection and their answers usually reflect their broader acquaintance.

Question: How do The Research Libraries, particularly the Special Collections, compare with other libraries you may have used in providing resources, staff, facilities, and services?

Resources and Staff

All patrons interviewed have used other libraries and have a generally wide experience with which to compare The Research Libraries and others. In addition only nine of the 25 had not had their pass for using these collections renewed at least once; the rest had used one or another of the Special Collections before, and some over a long period of time. Their overall response is that the resources and staff are outstanding. Excerpted comments are set forth below.

"The library has great treasures and compares well with the collections of Folger, Harvard, and Yale."

"I have nothing but top adjectives to use. It provides a perfect working atmosphere (Arents) and the librarians are extremely helpful."

"This Library is better organized, and possesses a greater treasure-house of materials than the Library of Congress."

"The staff, especially, were of great service to me--very willing to help, courteous and kind and very good. I was simply another assistant professor but they were friendly."

"The service is fast and the staff is very fine. They don't bother you with questions and are all very knowledgeable, extraordinarily helpful and gracious."

"NYPL is the finest public library in the world. There is no question in my mind that it has one of the most important collections of English and American literature." (Berg)

"My husband and I used to come every summer from Minnesota to New York in order to use the Library. It is a national resource. We took a job and live here now because of the problem a scholar has elsewhere in assembling his materials."

"This Library is the best in the world. I've worked in the British Museum, Folger, Boston Public, the Library of Congress, the

Bibliothèque Nationale, and many others. The fact that it is a public library makes a difference. You can drift in, range through the whole Library, and have all that wealth too. It is an open library; you can get a book when you want it. That is a great difference right there."

"NYPL offers invaluable and excellent services. They have wonderful treasures and, most importantly, they are available to the average citizen. There is something forbidding about, say, the Museum of Modern Art where you must make an appointment and they don't seem to be really happy to see you. Bibliotheque Nationale, Paris, is the most outstanding, but it isn't available to the average citizen.

" . . . has a vast Print Room but it is archaic. NYPL is more up-to-date and has a very knowledgeable staff."

"Second only to the Library of Congress."

" . . . makes you wait for a special librarian to come and give you a book from its old juvenilia. And, she isn't there every day. NYPL is much easier to use."

"After I get my degree at NYU, I will no longer have a claim on the scholarly and university libraries; they are all on a courtesy basis. Only the public library is available for my research for publication."

"I have generally been disappointed in the manuscripts. The collection is not as good as the New York Historical or Albany, although Albany is chaotic. New York Public has more bulk but it is concentrated in only a few big collections."

"NYPL should have a full microfilm collection of the papers of every president which is currently available anywhere."

"The manuscript resources on New York are absolutely unique but the Library of Congress has much greater breadth."

"The Berg Room is exceptionally fine but it would be more advantageous to have fewer duplicates and a broader coverage. Perhaps its purpose should be clarified; there is a rather personal flavor to the collection. I would suggest taking certain standard bibliographies and going through them systematically so that acquisitions are planned to fill gaps."

"The Print Division is good but not too useful for illustrating textbooks. Most publishing companies cannot use halftones because they are not easily reproduced. However, linecuts are useful."

"It isn't just that NYPL is a great library but also that New York City without the Library just wouldn't be the same city. It is a place where people are thinking about something and New York would be impoverished without them."

"I came to NY to spend my vacation in the Library. The Manuscript Room has absolutely unique holdings and a very great collection of Americana."

"Library of Congress brings the books to you and their services are superior."

Facilities

The patrons generally are less unanimous in judging the quality of the facilities and working atmosphere. Some rooms are rated better than others. Since readers often use the Main Reading Room or other divisions, they made comments on those facilities as well. Many readers gave careful thought to their comments and most of the responses to our last question asking for suggestions centered around improvements that they believe are important in facilities, tools, or services.

Arents and Berg. All patrons of the Arents and Berg Collections were extremely pleased with the services and the facilities. One reader, who is himself a university librarian, remarked, "I would give my eye teeth for that Arents Room." The working atmosphere is judged excellent, with sufficient space and quiet to work. The books are well housed. One complaint was registered here which would apply elsewhere as well: "I object having to go from one collection to another to find different copies of the same book; when the Library has different copies of the same book, they should be housed together."

Manuscript. Patrons of the Manuscript Division comment that it is very badly in need of more room. The building appears to be inadequate for its collections. There are not enough seats for its readers.

"I was scrimped into a small space between two other people and none of us had enough room."

"It's such a hot, tiny, crowded room and those terrific, wonderful manuscripts."

"The atmosphere doesn't begin to compare with the very good libraries like the Huntington, Newberry, Folger. Of course I know it is a public library and the demands on it by a large public will obviously make a difference."

"Yale, the Connecticut State Library Archives, and the New York Historical Society all have better working conditions."

"NYPL is much quieter than Albany. New York Historical, however, is a little faster, probably because their records are not scattered all around. You need more space."

"Since there is not enough space, some manuscript collections are stored in another building and take a few days to get. This is very inconvenient."

"It's a nice place to work but small. Twice material I had left on reserve had been filed away in order to make space available."

Rare Books. It is particularly common for readers to either the Berg or Rare Book Divisions to use the other divisions also and to compare them with each other. Rare Book resources and staff are highly esteemed but its facilities are not.

"It's just too crowded and hopelessly lacking in shelving space."

"The Special Collections should be housed in the rooms equipped for them. Berg or Rare Book should have certain things that are in the central reference stacks. For instance, the Merle Johnson Collection was given to the general library, but those books are rare and should not be generally available. The collection of old juvenilia in the Central Children's Room is now housed in a glass case through which a heating pipe runs. All first editions even if they are duplicates, should be taken out of central stacks. For example, Jacob Blank's Peter Parley to Penrod, the principal juvenile bibliography, is really rare and its first editions should go to Rare Book. I know Rare Book does not have enough room for duplicates but maybe Berg could take them. The books must be kept in air-conditioned stacks. The situation is desperate for old books."

"Getting books is slow. I understand it and think that since they are trapped by lack of money, it was a wise decision to go ahead with acquisitioning. But, they are understaffed."

"It's too dark. A fault of all rare book rooms. Maybe it's bad for the books."

"The working atmosphere is OK, or at least it isn't the essential thing. If you work in a public library, you can't ask for the cloistered calm of other research libraries. If I need more quiet, I can go to the Wertheim Room."

"The hours are bad if you have a job. It closes too early and has short hours on Saturdays."

"It is very short-sighted of the Library not to solve Rare Book space problem. I offered to leave certain first editions to them, but they have no room for duplicates and I am not willing to see those books go into the central stacks. Berg has some duplicates and maybe it could arrange to ease things for Rare Book."

Prints. Comments by patrons of the Prints Division fell somewhere between the praise for Arents and Berg facilities and the sorrow for Manuscript and Rare Book lack of facilities. There is general satisfaction with the services and space but one photographic consultant remarked that it can become a chore working there during college holidays.

Cataloging

The indexing and cataloging of collections are of major importance to patrons of these rooms. Since most of the users also use the Main Reading Room and catalog, they offer comments on it as well.

"I came for a specific manuscript but browsed through the central catalog. It is one of the greatest card catalogs ever created; in some ways much better than Library of Congress. Certainly, it is more complete than any other. I found references to material I didn't even know about."[4]

"I hope the Library can begin replacing its card catalog. It is fast fading away."[4]

"The central catalog does not include what is in Berg although it does include Rare Book. What happens is, you think you have covered what is available when you haven't."

"The catalogs should have both author and title cataloging. Neither Berg nor Rare Book has."

"It's too bad cross-indexing was abandoned. Money, I guess."

"The descriptions on Berg cards are very useful."

"The Kellogg Collection has not been cataloged yet. There should be more staff so that this can be done."

"The indexing of manuscripts could be better. The Roosevelt Library in Hyde Park has excellent cross-index with a description on each card. NYPL's cards are skimpy but fairly typical. The boxes of papers are broken out by year, which is helpful, but not by topic."

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[4] Similar comments were made by several people.

"Despite all the guides, it is still hit or miss with manuscripts."

"It is shameful that you don't have a Hinman Collater. I tried seven libraries in New York but none of them has one. Since you have more material, the machine would be especially useful here at NYPL. The University of North Carolina, Duke, and Folger all have it. With a Hinman Collater you can put two first editions in side by side and with eyepieces look from one page to another to compare the two texts. Lights blink on and off and divergencies pop right out at you."

Question: Are these rooms so important to you that you would be willing to pay for the privilege of using the collections?

In asking this question, it was explained that the Libraries are not actively contemplating the step; that the question is intended to elicit an expression of the value the user personally attaches to the Libraries. Nevertheless each respondent's reply showed he appreciated the peril of a charge actually being made.

"Most of the people who use these rooms are academic and in my case at least the college would pay. So it wouldn't bother me. It would be worth it to me."

"I've never worked where there was a charge."[5]

"I've used it only commercially so I could pass the charge along. It is fantastic for a free service."

"I see no objection to a charge. The Library is supported by private funds so why not by the private funds of the user? Columbia has an annual fee for firms which want to use its library. A private person can use it free for one day or, if he is doing research, he can apply and have free use for as long as two weeks. Of course the students pay through the nose for the library through tuition, and faculty also pay indirectly."

"That's a very difficult question. I am getting material for illustrations of textbooks for schools. If there were an additional fee, it might be prohibitive."

"I would have to pay it if it came to that. But I'm not pleased with the idea."[5]

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[5] Similar comments were made by several people.

"As long as I could afford it. It would depend on how much charged."[6]

"It would be a hardship for me. If I knew the money would go toward keeping it open and otherwise it might close, I would not object."

"I suppose, for me, the answer is yes. Could they scale a fee by ability to pay?"

"If I knew you had the thing I needed, I would be willing to pay. But when I was there the last time I found other materials I needed which I didn't know about before I went. Charging a fee would reduce the number of people coming unless they were absolutely certain their item was there, and that would not be so good."

"A rich woman I am not. I am free lance and work for a living. A very nominal charge might be OK."

"It is a coincidence that you should ask that. We were just talking about how the library should charge companies for using it. Not the Print Room, but the other divisions, definitely yes."

"I personally would be willing but I think it's a bad idea. I am in a better position than many others. Really the Special Collections should remain public."

"It wouldn't deter me. But, it is very remarkable that the public has the use of such a library and I would prefer it to remain free. Pay for the privilege? I would hate to see it. You don't know where a person may come from whose life is enriched by it. If I were a trustee, I would pay no attention to ideas about restricting it in any way. Perhaps it should be moved from New York--that is a possibility too, if you want to save money. I guess the Library just has to find more benefactors."

"I'm getting along in years. I hate to have to pay for anything I'm not paying for now."

"I feel sure the magazine that I work for would be willing."

"I think the people using the Main Reading Room should pay, rather than those using the Special Collections. There are more of them and they probably have more money."

"It is very risky, although I would be willing. Independent scholarly research is in a bind. I am lucky, since I have been able to finance my new book's research each time out of the proceeds of my last. But I could never have written my first book without the free public library. The area of independent research is narrowing. Research is underwritten by universities, foundations, government grants. Those who work absolutely independently are scarcer and yet they are usually the ones who make a major breakthrough. If the Main Reading Room is free but Rare Book has a charge, you will subsidize poor scholarship. It is always difficult to maintain standards of good research work. If the library took such a step, it should establish scholarships or waivers. Maybe there should be a charge for the other rooms, but not Rare Book. Scholars must have Rare Book items. There is no 'reasonable' fee; 50¢ can be too much."

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[6] Similar comments were made by several people.

Question: If The Research Libraries at The New York Public Library were not available to you, where would you work? What would you do?

All persons interviewed indicated that they would be seriously handicapped.

"I suppose the books and manuscripts would be distributed somewhere, and I would just have to go there."

"I would go to England, I guess. And, I can't afford it."

"It would be terribly inconvenient. A lot of material here might be available elsewhere. But it would be widely scattered and very inconvenient to use."

"I would have to fold up my tent and go away. I am in business because these *resources are available here*."

"I have often wondered what publishers outside of New York do."

"I would have to learn to get along at N.Y. Historical print room, I guess, without the wonderful NYPL staff."

"I can't imagine. I guess I would taper off my writing. It would be extremely disconcerting. I'm very fond of it--of the lions, of the quotations by the doors carved into the wall."

"I would try to get along at the Museum of Natural History, the Morgan Library, and the Metropolitan. It would depend on the subject the magazine wants covered.

"It would be terrible. Absolutely impossible. We took a house up in the country this summer and I found I couldn't get on with my work without the Library. I ended up commuting every day."

Question: Can you tell me something about the nature and purpose of the research you are doing?

The largest number of patrons interviewed were preparing works for publication. The second largest number were using the collections for business purposes, usually to illustrate a magazine or textbook, or to check comparative editions in order to choose the correct one for reprinting. The responses are given below for the 25 patrons interviewed.

Research for publication	10
Research for business or job	7
Thesis	6
Private collector	2

The financial arrangements were somewhat meager. Many researchers were independent, with no financial backing.

Research not funded	11
Business project	7
Advance contract for publication	3
University grant	4

Exclusive of patrons employed by publishing houses, seven of the users have had work of theirs published.

Published:	Yes	7
	No	12
Publishing houses		6

Description of Research

Arents (1) Preparing two plays for a ten-volume Cambridge University publication of the definitive text of Beaumont Fletcher

(2) Modernized edition of Ben Johnson for University of Nebraska Press

(3) Illustrations for a history text on Civil War period

(4) Comparison of different editions of a music series for university library

(5) Comparing texts for the publication of a series of English and American classical novels, 19th century, for a publishing house

Berg (1) Critical biographical essays of late 19th century English, women novelists, for a book

(2) Ph.D. dissertation; analyzing 116 most popular and highly recommended juvenile books to reveal the images of the Negro in American juvenile literature

(3) Book under contract on 20th century poet, Wallace Stevens

(4) Ph.D. dissertation; creation of the urban hero by Charles Dickens

(5) Survey of California literary period centered on San Francisco, 1895-1920, for a book

Manuscripts

(1) Democratic party during the Reconstruction with Tilden of N.Y. a major figure, for a book

(2) Ph.D. dissertation on the Jewish phase of U.S. immigration policy

(3) Book; a calendar of the poetry of colonial America as it appeared in newspapers and magazines; publisher same as for two earlier books, but no contract

(4) Master's thesis on 18th century politician, Gideon Granter of N.Y., a political biography

(5) Ph.D. dissertation, university grant, on Melville

Prints (1) Find photographs for geography text, Erie Canal

(2) Free lance photographic consultant looking for approaches for illustrating books and articles

(3) Photographic research for history text, Paul Revere

(4) Private collector of prints, particularly Mexican graphics.

(5) Private collector of rare books, 1860-1900, and of certain prints.

Rare Book (1) Book on American history; publisher same as for previous five books on Chaucer, Shakespeare, Ben Johnson, but no contract

(2) Book on Elizabeth and Shakespeare; publisher same as for previous three books on Shakespeare, contemporaries of same period, but no contract

(3) Book listing the governors of all English colonies, 1425 to present; contract with University of Wisconsin Press

(4) Picture editor searching for illustrations for a magazine publishing house

(5) Master's thesis, fellowship to write on Melville

Question: Do you have any comments or suggestions you wish to give the Library?

Every person interviewed began his answer with a re-statement of his pleasure and high respect for the resources and staff of The Research Libraries. Divisions other than the Special Collections were mentioned as also having been particularly helpful. The resources of the central stacks obtained through the Main Reading Room were considered invaluable. The Slavonic, Jewish, American History, and Photographic Services divisions were mentioned as well, not only for their fine resources but also for the courteous, knowledgeable help of their librarians.

Nevertheless, suggestions for improvement were made. Most of these have been reported elsewhere but a few miscellaneous comments are included here.

Miscellaneous Comments and Suggestions for Improvement

"The procedure for getting a pass is cumbersome. Screening is necessary but it could be speeded up by a little sign outside the special room stating what to do and where to go."

"Sometimes I want material but decide it just is not important enough to be worth going to the Main Reading Room and waiting so long for it."

"The Main Reading Room is slow, hot, noisy, and has poor lighting. Too many books are unshelved."

"The card shop is getting better all the time."

"The exhibits mounted in the hall by Prints should be used to encourage young American print makers and artists. I wish the exhibits could be changed more often and the older prints taken off the walls.

The whole library is a most marvelous gallery and its walls should be used that way. Why hide away so many treasures? The walls could be crowded with beauty."

"I have the feeling there must be many people like myself who can't get a pass on Saturdays and who work during the week. Often I cannot use the rooms when I am free."

"The books taken out at the Main Reading Room and used in other areas often get misplaced. Once they are misplaced they stay misplaced a long time. It is just like not having them at all. In the Special Collections that can't happen, but it is very unfortunate."[7]

"Many people may not know that photocopying is available. If there were signs telling them, you might reduce the very frustrating theft and mutilation of material."

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[7] Similar comments were made by several people.

The New York Public Library
Astor, Lenox and Tilden Foundations
FIFTH AVENUE AND 42ND STREET
NEW YORK, N. Y. 10018

July, 1968

Dear Reader:

In order to plan more effectively for the needs of our readers, The New York Public Library is conducting a survey of the use of the Special Collections.

During the past year you were given access to one or more of these collections--Arents, Berg, Spencer, Rare Books, Prints, and Manuscripts. We would now appreciate your spending a few minutes to answer the enclosed questionnaire. You will find that some of the questions call for information that you gave on your application for admission to the Special Collections. We ask that you supply it again so that we may have complete information in a convenient form.

Those of you who are currently making use of these collections may already have completed a similar questionnaire as a part of the "General User Study" of The Research Libraries that Nelson Associates is also conducting at the present time. If so, we again ask for your help in completing and returning the enclosed questionnaire.

A return envelope is enclosed so that the questionnaire can be mailed directly to Nelson Associates, the firm that is helping conduct the survey for the Library.

Thank you for your cooperation.

Sincerely,

James W. Henderson

James W. Henderson
Chief of The Research Libraries

pf

95-7-68

QUESTIONNAIRE FOR USERS OF THE ARENTS, BERG, MANUSCRIPTS, PRINTS, RARE BOOKS, AND SPENCER COLLECTIONS

Every question can be answered by either writing in your response in the space provided, or by circling a number to the right of the appropriate listed choice.

For example: You have---*(circle one)*

Used The New York Public Library Special Collections......①

Not used The New York Public Library Special Collections.......2

You may ignore the numbers and letters in the far right-hand margin; they are used to help us process your answers. Thank you for your assistance.

1. During the time you held a card of admission to the Special Collections (Arents Tobacco Collection, Arents Collection of Books in Parts, the Spencer Collection of Illustrated Books, the Berg Collection of English and American Literature, the Rare Books Division, and the Manuscript Division), how many days each week did you use the collection during a "typical week"? *(circle one)*

Pass only valid for one day..........1
Less than once a week................2
Once a week..........................3
Twice a week.........................4
Three times a week...............5
Four times a week................6
Five times a week................7
Six times a week.................8

11/R

2. How many weeks did you require use of the Special Collections? *(circle one)*

Less than one week...................1
One week.............................2
Two weeks............................3
Three to four weeks..................4
Four to eight weeks..............5
Eight to twelve weeks............6
More than twelve weeks...........7

12/R

3. On those days when you used the Special Collections, approximately how much time on the average did you spend? *(circle one)*

An hour or less......................1
One to two hours.....................2
Two to four hours................3
Four to eight hours..............4

13/R

4. Of the library materials from the research collection of The New York Public Library you used, what kinds of materials were involved? *(circle all that apply)*

Books and monographs.................1
Government publications..............2
Manuscripts..........................3
Maps.................................4
Microfilm, microcards, etc...........5
Music scores.........................6
Newspapers, clippings................7

14/R

Pamphlets........................1
Periodicals......................2
Phonograph records...............3
Photographs, negatives, slides....4
Pictures or prints...............5
Posters, playbills, etc..........6

15/R

5. How useful were the library materials used? *(circle one)*

Extremely useful..........1
Useful....................2
Partially useful..........3
Not useful................4
Do not know....................5
Did you plan to use some library material but found it was not available?..........6

16/R

6. If in the course of your research project you had occasion to consult a librarian, how helpful was his or her aid? *(circle one)*

Extremely useful..........1
Useful....................2
Partially useful..........3
Not useful.....................4
Do not know....................5

17/R

7. Did you hold a fellowship or grant for this research?

Yes.......1
No........2

18/R

If yes, please specify____

8. What was the highest academic degree you held at the time you were doing this research? *(circle one)*

Doctorate (PhD, EdD, ScD, etc.)...................1
Master's in arts and sciences.....................2
Professional degree (MD, LLB, MAT, MBA, etc.)......3
Bachelor's degree.................................4
Degree below bachelor's...........................5
Other *(please specify)*________________________.....6

19/R

9. Are you--? *(circle one: the response which best describes your occupation or status)*

A student.......................1
A college or university faculty member...............2
A schoolteacher.................3
Employed by a non-profit organization.................4
Self-employed professional.......5
Proprietor of your own business.......6
Employed by private company or firm..........................7
Retired or unemployed.................8
Housewife.............................9
Member of the armed forces............0
Other *(please specify)*______________...x

20/R

10. Indicate your occupational field or, if you are a student, indicate your intended career field. If you are engaged in teaching or research, indicate your subject area. If not working, indicate what it is you do when employed. *(circle one: the response which best describes your field)* 21/R

Advertising, Public Relations............A
Accounting...............................B
Architecture, City Planning..............C
Banking, Finance.........................D
Biological Sciences......................E
Clerical, Secretarial....................F
College or university administration.....G
Communications, Radio, TV................H
Demography, Population Study.............I
Education: school teaching and administration.......................J
Engineering..............................K
Foreign Service..........................L
Graphic or Fine Arts.....................M
Health Professions (medical, etc.).......N
Humanities...............................O
Industrial Relations, Personnel..........P

Journalism...............................Q
Law......................................R
Library Science..........................S
Management...............................T
Marketing, Market Research...............U
Performing Arts..........................V
Physical Sciences, Math..................W
Psychology...............................X
Public Administration....................Y
Publishing, Printing.....................Z
Real Estate, Insurance...................1
Religion, Theology.......................2
Sales: retail, wholesale.................3
Social Sciences..........................4
Social Work, Recreation..................5
Writing..................................6
Other *(please specify)*________ ...7

11. Are you employed full-time? 22/R
Yes.......1
No........2

12. If you hold a full-time position, by what company or institution are you employed?

____

13. What was the purpose of your study? 23/R

A. Thesis..1
Institution________________________
Course or degree________________________
Title of thesis________________________

B. Research for publication................................2
Book..3
Periodical article.......................................4
Newspaper article.......................................5
Other________________________
Subject________________________

C. Purpose other than thesis or research for publication..........6
Subject of study________________________

PLEASE TURN QUESTIONNAIRE OVER FOR PAGE 4...

14. Has any of your work been published? Yes........1 24/R

No.........2

15. If so, please list your published works below.

Title____

Publisher____________________________________

Title____

Publisher____________________________________

---

16. Did you consult other libraries before coming to The New York Public Library?

Yes........1 25/R

No.........2

17. If you consulted other libraries, please list them below.

Name	City	State

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18. Comments or suggestions:

Please return to:

Nelson Associates, Inc.
845 Third Avenue
New York, New York 10022

Appendix E

SPECIAL STUDY AREAS: THE ALLEN AND WERTHEIM ROOMS

The Frederick Lewis Allen Room was established by the Ford Foundation and was opened for use in 1958. The intent of the Foundation is to provide a place for writers, researchers and scholars to pursue their work without interruption. A collection of general reference aids is maintained in the Allen Room. Typewriters, dictating machines and personal materials may be used there, and resource materials which are delivered to the Room may be kept out of the stacks for one month. Permission to use the Allen Room is obtained by submitting an application to the Administrative Office of The Research Libraries. Generally, passes are issued for six months, with the possibility of one six-month renewal, and are limited to persons working on projects for publication.

The Wertheim Room is a memorial to Maurice Wertheim, given by his daughter, Barbara Tuchman. Located in the Main Reading Room, it is designed to aid those individuals who need to make intensive and extensive use of the research collections. Space is provided to each user for the storage of working materials and books from the research collections, which are delivered directly to the study area upon request and may be kept for two weeks. Admission to the Wertheim Room is by application only. Passes are issued for three months and may be renewed three times. Students are not given permission to use the study area unless they have already completed a master's degree.

COLLECTION OF DATA

A special questionnaire--reproduced at the end of this appendix --was sent to each person whose application for admission to the Allen Room or Wertheim Room had been submitted and approved between July 1, 1967 and July 1, 1968. Thirty-nine questionnaires were sent to users of the Allen Room and 81 to users of the Wertheim Room. Returns were received from 22 Allen Room users (56%) and 41 Wertheim Room users (48%).

In the tables which follow, the number of responses and percent of the total are given for each room individually as well as for the two taken together. These percentage figures must be used with caution since the number of cases is small and the addition or subtraction of one case may change the percentage several points.

PATRON CHARACTERISTICS

As shown in Table E-1, the vast majority (94%) of the patrons of these two rooms have completed a college education and well over three-fifths (66%) have earned an advanced degree. This is not surprising, in view of the restrictions regarding the use of the study rooms.

Table E-1

HIGHEST DEGREE HELD BY PATRONS
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
Doctorate	6	27.3%	19	47.5%	25	40.3%
Master's degree	5	22.7	8	20.0	13	21.0
Professional degree	1	4.5	2	5.0	3	4.8
Bachelor's degree	7	31.8	10	25.0	17	27.4
Degree below bachelor's	0	0.0	0	0.0	0	0.0
High school diploma	1	4.5	0	0.0	1	1.6
None	2	9.2	0	0.0	2	3.2
"Licensed teacher"	0	0.0	1	2.5	1	1.6
Total	22	100.0%	40	100.0%	62	99.9%

The majority (83%) of the users of the special study areas are writers, authors or college professors (mainly English and history). The remaining patrons indicated a variety of occupations. These data are shown in Table E-2 on the following page.

Respondents who have full-time positions were asked to indicate by whom they are employed. Twenty four patrons answered the question, of whom 23 are employed by a college or university (the 24th is employed by The New York Public Library). The university most frequently named was City University of New York. Table E-3 also on the following page presents the distribution of responses to this question.

Table E-2

OCCUPATION OF RESPONDING PATRONS
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
Writer	9	40.9%	12	29.3%	21	33.3%
Author	6	27.3	2	4.9	8	12.7
College professor-total	6	27.3	17	41.5	23	36.5
English	3	13.6	7	17.1	10	15.9
French	0	0.0	1	2.4	1	1.6
History	1	4.5	5	12.2	6	9.5
Philosophy	0	0.0	1	2.4	1	1.6
Political science	1	4.5	1	2.4	2	3.2
German	0	0.0	1	2.4	1	1.6
Library science	1	4.5	0	0.0	1	1.6
Science	0	0.0	1	2.4	1	1.6
College instructor	1	4.5	1	2.4	2	3.2
School teacher	0	0.0	1	2.4	1	1.6
Retired	0	0.0	2	4.9	2	3.2
Bibliographer	0	0.0	1	2.4	1	1.6
Librarian	0	0.0	1	2.4	1	1.6
Lawyer	0	0.0	1	2.4	1	1.6
Art critic	0	0.0	1	2.4	1	1.6
Library consultant	0	0.0	1	2.4	1	1.6
Literary agent	0	0.0	1	2.4	1	1.6
Total	22	99.8%	41	99.6%	63	100.2%

Table E-3

EMPLOYER OF RESPONDENTS
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
City University of New York	3	42.9%	7	41.2%	10	41.7%
Rutgers University	1	14.3	2	11.8	3	12.5
Columbia University	2	28.6	1	5.9	3	12.5
Yeshiva University	0	0.0	2	11.8	2	8.3
St. John's University	0	0.0	1	5.9	1	4.2
SUNY	0	0.0	1	5.9	1	4.2
Pace College	1	14.3	0	0.0	1	4.2
Fordham University	0	0.0	1	5.9	1	4.2
College of St. Catherine	0	0.0	1	5.9	1	4.2
The New York Public Library	0	0.0	1	5.9	1	4.2
Total	7	100.1%	17	100.2%	24	100.2%

Each respondent was asked to report his published writings. Of the 22 users of the Allen Room, 20 (91%) had at least one published work. Thirty-six of the 41 users (88%) of the Wertheim Room also had material published. Table E-4 shows the number of patrons who responded that they had published materials classified by type of publication.

Table E-4

TYPE AND NUMBER OF WORKS PUBLISHED BY PATRONS SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent[d]	Number of Cases	Percent[e]	Number of Cases	Percent[f]
Book publications						
One	5	25.0%	8	22.2%	13	23.2%
Two	0	0.0	2	5.6	2	3.6
Three	2	10.0	4	11.1	6	10.7
Four	0	0.0	2	5.6	2	3.6
Five	3	15.0	0	0.0	3	5.4
More than five	9	45.0	8	22.2	17	30.4
Total	19	95.0%	24	66.7%	43	76.8%
Magazine articles						
One-five	3	15.0	0	0.0	3	5.4
Six-ten	1	5.0	2	5.6	3	5.4
Eleven-twenty	0	0.0	0	0.0	0	0.0
More than twenty	8	40.0	2	5.6	10	17.9
Total	12	60.0%	4	11.1%	16	28.6%
Newspaper articles						
Six-ten[a]	1	5.0	0	0.0	1	1.8
Eleven-twenty	1	5.0	0	0.0	1	1.8
More than twenty	3	15.0	0	0.0	3	5.4
Total	5	25.0%	0	0.0%	5	8.9%
Short stories	2	10.0%	4	11.1%	6	10.7%
Learned journals						
Two[b]	0	0.0	2	5.6	2	3.6
Three	0	0.0	2	5.6	2	3.6
Four	0	0.0	2	5.6	2	3.6
Five	0	0.0	1	2.8	1	1.8
Six-ten	0	0.0	5	13.9	5	8.9
Eleven-twenty	1	5.0	2	5.6	3	5.4
More than twenty	6	30.0	5	13.9	11	19.6
Total	7	35.0%	19	52.8%	26	46.4%
Reviews	3	15.0%	2	5.6%	5	8.9%
Unspecified[c]	3	15.0%	6	16.7%	9	16.1%

a No one had written one to five newspaper articles.

b No one had written just one journal article.

c Responses placed in this category were not classifiable: ". . . plus many others," or "etc."

d The percent given is the percent of the total users of the Allen Room who had published anything. This number is 20.

e The percent given is the percent of the total users of the Wertheim Room who had published anything. This number is 36.

f The percent given is the percent of the total users of both the Allen and Wertheim Rooms who had published anything. This number is 56.

Since one person may have worked in more than one area (i.e., both a book and an article), the percents given are of the total users of the particular room who had published anything. Unfortunately, some of the respondents did not indicate precisely how many items they had written. For example, one person reported "over 25 articles." Another said, "my last six books were. . . ." Consequently, it is impossible to give a precise total of the number of publications written by these 56 persons. However, from the table, the minimum number of published writings is well over 700 and the actual total probably exceeds a thousand. Many of these were substantial works. More than three-fourths (77%) of the users of the Allen and Wertheim Rooms had published books while almost half (46%) had written for learned journals.

Respondents were asked to indicate whether they held a grant or fellowship for the project on which they were working while using either the Allen Room or the Wertheim Room. As shown in Table E-5, slightly less than one-fifth (18%) had a grant or fellowship, and proportionately more of these individuals were using the Allen Room.

Table E-5

PATRONS HOLDING A FELLOWSHIP OR GRANT
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
Yes	6	27.3%	5	12.8%	11	18.0%
No	16	72.7	34	87.2	50	82.0
Total	22	100.0%	39	100.0%	61	100.0%

PATTERNS OF USE OF THE SPECIAL STUDY AREAS

Respondents were asked to indicate how many days each week they used the special study areas during a "typical week." Although the vast majority of patrons of both rooms use it more than once a week, users of the Allen Room generally frequent The Research Libraries more often than users of the Wertheim Room. These data are presented in Table E-6 on the following page.

Table E-6

FREQUENCY OF USE
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
Less than once a week	1	4.8%	1	2.4%	2	3.2%
Once a week	0	0.0	4	9.8	4	6.5
Twice a week	1	4.8	14	34.1	15	24.2
Three times a week	4	19.0	9	22.0	13	21.0
Four times a week	2	9.5	6	14.6	8	13.0
Five times a week	8	38.1	7	17.1	15	24.2
Six times a week	2	9.5	0	0.0	2	3.2
Seven times a week	3	14.3	0	0.0	3	4.8
Total	21	100.0%	41	100.0%	62	100.1%

Not only do users of the Allen Room come to The Research Libraries more frequently, but they also tend to spend longer hours there than users of the Wertheim Room. Table E-7 shows that some 88% to 89% of the users of both rooms spend from two to seven hours in The Research Libraries on a "typical" day. Proportionately more of the visits made by patrons of the Allen Room last from four to seven hours, whereas visits made by Wertheim Room users are equally divided between the categories "two to four hours" and "four to seven hours."

Table E-7

LENGTH OF VISIT
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
An hour or less	0	0.0%	0	0.0%	0	0.0%
One to two hours	1	4.8	3	7.3	4	6.5
Two to four hours	5	23.8	18	43.9	23	37.1
Four to seven hours	14	66.7	18	43.9	32	51.6
More than seven	1	4.8	2	5.1	3	4.8
Total	21	100.1%	41	100.2%	62	100.0%

In working on their various projects, what materials are these patrons using? Table E-8 on the following page indicates that no one was using just his own personal materials. The majority (65%) of users of both rooms are using the Libraries' materials only, while the remainder are using a combination of personal and the Libraries' materials (35%).

Users of the Wertheim Room reflect this overall trend, but Allen Room users are equally divided between those using the Libraries' materials exclusively and those using the Libraries' materials in conjunction with personal materials.

Table E-8

MATERIALS BEING USED
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
Personal materials only	0	0.0%	0	0.0%	0	0.0%
Personal and library materials	11	50.0	11	26.8	22	35.0
Library materials only	11	50.0	30	73.2	41	65.1
Total	22	100.0%	41	100.0%	63	100.1%

Thus, all of the users of the two special study areas use the Libraries' materials. What kinds of materials are involved? Every patron of the Allen and Wertheim Rooms utilizes books and monographs, and the majority (82%) use periodicals. There is fairly heavy usage of microfilm and pamphlets. The materials in other categories are utilized to a lesser extent. These data are presented in Table E-9.

Table E-9

KINDS OF MATERIALS USED*
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
Books and monographs	22	100.0%	41	100.0%	63	100.0%
Government publications	9	40.9	1	2.4	10	16.0
Maps	4	18.2	4	9.8	8	12.7
Microfilm, microcards, etc.	8	36.4	12	29.3	20	31.8
Pamphlets	11	50.0	12	29.3	23	36.5
Periodicals	18	81.8	34	83.0	52	82.5
Pictures/prints	4	18.2	0	0.0	4	6.3
Newspapers	2	9.1	0	0.0	2	3.2
Reference books	2	9.1	0	0.0	2	3.2
Rare books	3	13.6	0	0.0	3	4.8
Manuscripts	1	4.5	0	0.0	1	1.6
Indices, bibliographies	0	0.0	1	2.4	1	1.6

*Since respondents could use more than one type of item, the percents are based on the total number of respondents rather than the total number of responses. Total exceeds 100% because of multiple responses.

How useful were the materials judged to be? The vast majority of these patrons found them to be "extremely useful," although a considerable number (25%) noted that materials they needed were not available. No one said materials were "not useful" or "do not know." Table E-10 shows the distribution of answers to this question.

Table E-10

USEFULNESS OF MATERIALS*
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
Extremely useful	21	95.5%	36	87.8%	57	90.5%
Useful	0	0.0	3	7.3	3	4.8
Partially useful	1	4.5	2	5.1	3	4.8
Not useful	0	0.0	0	0.0	0	0.0
Do not know	0	0.0	0	0.0	0	0.0
Not available	6	27.3	10	24.4	16	25.4

*Total exceeds 100% because patrons who found materials unavailable also rated how useful the materials were that they had used.

Those patrons who had found it necessary to seek a librarian's assistance were asked to indicate how useful his or her aid was. The vast majority found the staff to be "extremely useful" or "useful" as shown in Table E-11.

Table E-11

USEFULNESS OF STAFF
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
Extremely useful	10	47.6%	19	54.3%	29	51.8%
Useful	8	38.1	13	37.1	21	37.5
Partially useful	3	14.3	2	5.7	5	8.9
Not useful	0	0.0	0	0.0	0	0.0
Do not know	0	0.0	1	2.9	1	1.8
Total	21	100.0%	35	100.0%	56	100.0%

PATRON COMMENTS AND SUGGESTIONS

At the end of the questionnaire respondents were asked to write in any comments or suggestions they might have concerning any aspect of The Research Libraries. Almost two-fifths (38%, or 13) of the patrons of the Allen Room made some comments, while about three-fifths (62%, or 21) of the patrons of the Wertheim Room responded. The comments were then categorized according to the type of comment as shown in Table E-12.

Table E-12

TYPES OF PATRON COMMENTS*
SPECIAL STUDY AREAS

	Allen Room		Wertheim Room		Total	
	Number of Cases	Percent	Number of Cases	Percent	Number of Cases	Percent
Positive						
Staff	4	30.8%	5	23.8%	9	26.5%
Materials	0	0.0	4	19.0	4	11.8
Facilities	13	100.0	16	76.2	29	91.2
Negative						
Staff	0	0.0	0	0.0	0	0.0
Materials	1	7.7	3	14.3	4	11.8
Facilities	7	53.8	9	42.9	16	47.1
Other						
Positive	3	23.1	5	23.8	8	23.5
Negative	0	0.0	0	0.0	0	0.0

*Percents are based on number of respondents (Allen Room: 13; Wertheim Room: 21) rather than total number of comments. Total exceeds 100% because of multiple responses; i.e., some patrons made both positive and and negative comments on the Allen Room's facilities.

Of the 34 respondents, nine made some comment regarding the staff. These were, without exception, very favorable. This is to be expected since none of these patrons claimed a librarian's aid was "not useful," and the great majority of patrons (nine out of every ten) rated the librarian's aid as "extremely useful" or "useful."

> "The librarians are efficient and courteous, and have gone out of their way to be helpful."
>
> "The New York Public Library and all its employees (including the guards) were not only pleasant and helpful, but they were friendly as well."

> "I have nothing but praise and gratitude for those who run it (the Allen Room)."
>
> "I have used the facilities of the NYPL several times since 1937 and have always been very satisfied with service and personnel."
>
> "The staff was helpful in trying to locate works for me."
>
> "I think the A.R. is very well run and maintained."
>
> "I am always deeply impressed with the kindness and intelligence of the library staff."
>
> "I want to express special appreciation for some of the information specialists."

One-fifth of the respondents made comments on materials and resources, of which half were positive. Negative comments generally center around the Libraries' need for money and consequent lack of holdings, and corroborates the previous finding where one-quarter of the users said that materials they needed were not available. Lest the negative comments be given undue consideration, let it be recalled that all patrons categorized materials used as "extremely useful," "useful" or "partially useful." It appears that these satisfied patrons felt no need to comment further on materials, since one question on the questionnaire already permitted them to express an opinion. The somewhat dissatisfied patrons commented further and noted their understanding of the problem and their sympathy with the Libraries' financial plight.

> "My major need is to see the current editions of books in my field. Also it was disturbing to find an entire year had passed since a copy of the Public Relations Quarterly had been received. The library needs money."
>
> "In general I have been very pleased with the library materials and services."
>
> "I am grateful for the use and resources I found there."
>
> "I have noticed deterioration which I assume is due to lack of money."
>
> "The condition of the catalogues is especially poor."
>
> "My only reservation about the library itself is that it does not seem to be ordering all the books in my subjects of interest, a fact no doubt connected with financial problems, rather than with the competence of the staff, which I should rate very high."

Virtually everyone who responded made at least one comment regarding the facilities and services of The Research Libraries. The 34 respondents made 45 comments in this area of which 29 were favorable. The reason for the great number of comments may be due to the fact that, unlike staff and resources, no other part of the questionnaire dealt explicitly with this topic. In addition, these users may have responded because they have access to special facilities and services of The Research Libraries.

Positive Comments

> "I am finding the Wertheim Study room a very useful and agreeable place to work."
>
> "I would like to add that the W.R. is a very special place in my mind. It is the only place where I can: (a) be fairly sure of finding the books I want, (b) bring books from various departments together (particularly important to me), (c) have a shelf of my own. And thank you for a valuable service."
>
> "The W.S. has been a boon to me in every way. The setup is just about perfect for serious writing and research."
>
> "The W.R. enables me to keep material and use it instead of sending for it again and again."
>
> "It has made research at 42nd Street library a joy instead of a headache."
>
> "I found the Allen Room ideal for the work I was doing."
>
> "Use of the Allen Room has proved invaluable."
>
> "It would be impossible for me to convey the usefulness of the Allen R. in my work. Without the privilege of desk space there, I could never have written my book."
>
> "I am deeply grateful."
>
> "In general, service excellent."
>
> "The library has been very helpful to me."
>
> "I have nothing but praise and gratitude for the people who conceived the idea of the Allen Room, and those who run it."
>
> "The availability of the F. L. Allen Room was of great value."

"Possibly the biggest factor about the study room is the time saved."

"A marvelous place to work."

"The month I spent in the WR was extremely important to me. Given the overcrowded conditions of the Main Reading Room, I doubt that anyone could complete a long or complicated project without the amenities of the WR."

"The Wertheim Study is extremely useful to writers such as myself who are constantly engaged in research."

"Without the use of the Allen Room some of the projects I have completed would have been well-nigh impossible to finish at all. Use of this room has made it possible for me to become a productive full-time writer."

"I think that the Allen, Wertheim, and Typing Rooms are superb institutions which make the New York Public Library one of the most useful libraries in the world."

"The Public Library is, in my opinion, the greatest educational institution in the United States."

"The AR has been helpful to me in my work beyond measure."

"(The Allen Room) cannot be praised enough."

Negative Comments

"I was very much disturbed when asked to give up occupancy of the W.S. although at the time I was in the room, there were never more than a few people there."

"The A.R. is usually half empty, yet individuals of proven ability are denied cards on the ground that they have worked in the room recently, and that the use of space has to be rotated."

"The lights in the A.R. are hard on the eyes. The air conditioning is inadequate during the hot weather."

"I would suggest that it be made easier to gain access to these rooms."

> "My only serious objection is to the Rock 'n Roll played at deafening volume in the reading rooms at mid-day once a week. This barbarous practice is inconsistent with the purposes of a research library and is an assault on the individuals right not to listen."

> "I wish the limit on books--especially periodicals--could be lifted. Five at a time sounds like a lot--but it isn't."

> "Delays in getting materials sometimes over 2 hours."

> "I am somewhat surprised (but in no way was I disturbed) by the few occupants of the Frederick Lewis Allen facility who seem to regard it as a business office and club, rather than a selected sanctuary of creative work."

> "It would be more convenient to have cards issued for a longer period."

> "The delay in processing or even obtaining new materials is often extremely inconvenient."

Eight patrons made comments which could not be categorized. These comments were all positive, but too general to be classified in any of the preceding groups. These eight can be summarized with two examples:

> "The New York Public Library is great."

> "It's a marvelous place."

INTERVIEWS OF SELECTED PATRONS

The questionnaire distributed to patrons of the Allen and Wertheim Rooms asked the respondent to indicate whether he would be willing to be interviewed. Eighty-six percent (19 out of 22) of the Allen Room users and 73% (31 out of 41) of the users of the Wertheim Room were willing to be interviewed. One-fifth of the patrons who had used each of the rooms (a total of 25) were interviewed by telephone. The results of these interviews, which are summarized below, expand on some of the comments detailed above and generally corroborate previous data.

When asked how The Research Libraries compare with other libraries in providing facilities, services and resources, respondents indicated that the Libraries compare very favorably, that they are among the best in the world.

> "I have made two month-long trips to New York City from Tucson, Arizona at my own expense expressly to use the facilities at The New York Public Libraries. No other library has comparable resources in my field."
>
> "I think it's just marvelous."
>
> "Not another library compares to it."
>
> "I don't know any better."
>
> "It's tops."
>
> "I think it's just the greatest."
>
> "Indeed a very unique library."
>
> "The outstanding one in my experience."
>
> "It's the best there is in America."
>
> "Way ahead of the Chicago Library."
>
> "In its resources, it's almost incomparable in the New York area."
>
> "Better than anything I know about."
>
> "The most adequate I've worked in."
>
> "You can almost be certain you'll find anything in The NYPL even if you can't find it in the Library of Congress."

When asked if The Research Libraries provide materials that other libraries cannot, the majority of answers indicated that they have unique resources, plus the best collections available. This was always the opinion advanced when considering the general collections, and almost always when considering specialized subject areas. Many patrons had first tried other libraries and found their resources inadequate. Other patrons had not tried other libraries first because past experience had shown that The Research Libraries would be the best place to begin and conduct research. The only indications of deficiencies occurred in those isolated instances in which very specialized subjects were being researched. Some typical comments representative of these few instances are the following:

> "The best source for my project was in Albany, but I've never seen minds that compare to those men in the research department at NYPL."

> "It's better for most things, but Yale has more manuscripts."
>
> "Yale and Harvard are better in my field, which is highly specialized."
>
> "Second in some areas to the Library of Congress."

Most of the users of the special study areas had found out about them through a friend who was using one of the rooms or who knew about their existence. A few found out about them when they had inquired at The Research Libraries about available facilities. As noted in some of the comments, users of these rooms generally found them very conducive to doing research. Minor inconveniences, such as the absence of air conditioning and poor lighting, were mentioned occasionally. The special study areas are rarely used solely for studying or for working with one's personal materials. However, little use is made of the ready reference materials located in the Allen Room.

Almost three-quarters of those users who were interviewed had had their passes to use one of the rooms renewed, and virtually all of them felt that the rooms are so valuable that they would be willing to pay a fee for the privilege of using them (depending, of course, on the amount of the fee).

Patrons were then asked what they would do for resources and a place to work if The Research Libraries were not available to them. Replies indicated that they would be tremendously handicapped. Finding a place to work would be less of a problem than finding resources, however, since many could work at home, at other libraries, or--in the case of college professors--at their college office. Finding comparable resources would be the greatest burden. Many patrons mentioned specific college libraries they would use. Others were at a loss for an immediate solution, giving such answers as the following:

> "I'd do the best I could."
>
> "I don't know what I would do."
>
> "I'd have to make do."
>
> "I'd have a rather difficult time."

Some patrons were appalled at the thought, and reacted thusly:

> "I might have to leave New York City."
>
> "I'd be defeated."
>
> "It would probably be impossible to do what I've done."

"I wouldn't attempt certain books were it not for the NYPL."

"I'd go to Paris or the British Museum."

"I'd stop writing, I guess."

All respondents indicated that they would suffer in some way if the collections of The Research Libraries were not available to them.

The concluding question of the interview asked for general comments and suggestions. These are detailed below.

Positive Comments

"I have a pretty critical attitude of the world, and I feel the New York Public Library is one of the best institutions around."

"All the personnel are wonderful and helpful."

"A marvelous place. The resources are great."

"A magnificent institution."

"A great institution--one of the reasons to live in New York City."

"The whole library couldn't be nicer."

"It does an extremely good job of assisting people."

"I'm very appreciative of the fine facilities and materials."

"Excellent. Fascinating."

"My experience there has been very pleasant. I really have nothing beyond praise."

"Very happy with it."

"Hope to have the pleasure of doing more work there in the future."

"Perfectly pleased; impressed and gratified."

Negative Comments

"It is clumsy and inconvenient getting only five books at a time."

"The catalogs are in poor condition, and book delivery is slow, and sometimes the request slips are not returned."

"You should pay special attention to professors; they shouldn't have to wait; there should be some discrimination here."

"The Allen-Wertheim Rooms are greatly underused, yet I was denied a pass when I reapplied."[2]

"The service and attitude of the staff leave much to be desired."

"Since the library should have more money, it should be more aggressive in fund raising. For example, it should annually send a note to registered users of this room for contributions."

"The library is very bad at bound magazines. The old ones are in very bad shape. Articles and pictures are frequently razored out."

"The Photographic Service is very inefficient. Perhaps an 'admission card' indicating checks are acceptable from these people could be used."

"Photostats are too expensive. The xerography service is too expensive."[2]

---

[2] Similar comments were made by several persons.

The New York Public Library
Astor, Lenox and Tilden Foundations
Fifth Avenue and 42nd Street
New York, N. Y. 10018

July, 1968

Dear Reader:

In order to plan more effectively for the needs of our readers, The New York Public Library is conducting a survey of the use of its Research Libraries.

During the past year you were given access to one of the special study areas within the Library--the Allen Room or the Wertheim Study. We would now appreciate your spending a few minutes to answer the enclosed questionnaire. You will find that the questionnaire asks for some of the information that you gave on your application for admission. However, we hope that you will not mind supplying it again so that we may have complete information in a convenient form.

A return envelope is enclosed for the questionnaire to be mailed to Nelson Associates, the firm which is conducting the survey for the Library.

Thank you for your cooperation.

Sincerely,

James W. Henderson

James W. Henderson
Chief of The Research Libraries

pf

95-7-68

QUESTIONNAIRE FOR USERS OF THE ALLEN AND WERTHEIM ROOMS

Every question can be answered by either writing in your response in the space provided, or by circling a number to the right of the appropriate listed choice.

For example: You have---(*circle one*) Used the Allen or Wertheim Room........①
Not used the Allen or Wertheim Room.....2

Thank you for your assistance.

---

1. During the time you held a card of admission to the Allen or Wertheim Room, how many days each week did you use the special rooms during a "typical week"? *(circle one)*

Less than once a week.......1
Once a week.................2
Twice a week................3
Three times a week..........4
Four times a week.......5
Five times a week.......6
Six times a week........7
Seven times a week......8

2. On those days when you used one of these special rooms, approximately how much time on the average did you spend there? *(circle one)*

An hour or less............1
One to two hours...........2
Two to four hours..........3
Four to seven hours.....4
More than seven hours...5

3. During the course of this research project what materials did you use while working at the Research Libraries? *(circle one)*

Personal materials only......................1
Personal materials and library materials.....2
Library materials only.......................3

4. Of the library materials from the research collections of The New York Public Library used in the course of this project, what kinds of materials were involved? *(circle all that apply)*

Books and Monographs...............1
Government Publications............2
Maps...............................3
Microfilm, microcards, etc.........4
Pamphlets..........................5
Periodicals........................6
Other *(please specify)*_____________
____________________________...7

5. How useful were the library materials you used from The Research Libraries? *(circle one)*

Extremely useful.......1
Useful.................2
Partially useful.......3
Not useful.............4
Do not know..............5
Did you plan to use some library material but found it was not available?...............6

6. If in the course of your research project you had occasion to consult a librarian, how would you rate the general usefulness of the aid you received? *(circle one)*

Extremely useful.......1
Useful.................2
Partially useful.......3
Not useful 4
Do not know.......5

7. Did you hold a fellowship or grant for this research project?

Yes.......1
No........2

If yes, please specify ________________________________

8. What is the highest academic degree you now hold?

Doctorate (PhD, EdD, ScD, etc.)...................1
Master's in arts and sciences.....................2
Professional degree (MD, LLB, MAT, MBA, etc.)......3
Bachelor's degree.................................4
Degree below bachelor's 5
Other *(please specify)* ________________________...6

9. What is your occupation? *(Please designate the field if it is not evident, i.e., Professor--English)* ________________________________

10. If you have a full-time position, by what company or institution are you employed? ________________________________

11. Book publications:

Title	Publisher	Date

12. Other published writings:

Title	Publisher	Date

13. Unpublished research *(list subjects)*:

14. Please describe the project for which your admission card to the Allen or Wertheim Room was granted. Include your purpose and the ultimate use you expect to make of this work.

15. If you would be willing to be interviewed as a part of this study, we would appreciate having your name and telephone number.

Name *(please print)* Area Code Telephone No.

16. Comments or suggestions:

Please return to:

Nelson Associates, Inc.
845 Third Avenue
New York, New York 10022

Appendix F

SEASONAL VARIATIONS

The questionnaires for the general user, photo mail and photo walk-in patrons of The Research Libraries were distributed during three distinct sampling periods--the spring, the summer and the fall.[1] In this way, any seasonal variation in the volume of users, the types of patrons and their patterns of library use could be detected. For all three surveys few differences were found between the spring and fall samples. However, the profile of the "summer patron" and his use of the Libraries--particularly for the general user--are different. These seasonal changes are described in this appendix. It should be noted that data presented here include only those instances where variations did in fact occur.

THE GENERAL USER SUMMER PATRON

During the summer sampling period, the volume of patrons using The Research Libraries was significantly smaller than the number making visits during the spring and fall surveys. This is not unexpected, because of the many students who make use of the Libraries during the regular school terms but vacation from their academic pursuits during the summer months. The number of patrons during the spring and fall surveys are roughly comparable. However, the proportion of users returning completed questionnaires fell in the summer and fall samples. A number of blank questionnaires returned during these two sampling periods included comments indicating that many regular patrons had already completed questionnaires, and did not fill one out a second or third (or more) time. This accounts for some, if not all, of the drop in response rate. These data are summarized in Table F-1 and are presented in greater detail in Table A-1.

Just as the drop in volume of users is probably primarily due to the student exodus for the summer, most of the other variations can be accounted for on this basis. However, a further distinction among the student population also seems to be appropriate. This distinction is grounded in the difference in library use evidenced by those students who are "term oriented" (i.e. those seeking less advanced degrees who generally do not attend school during the summer months) and those seeking advanced degrees (i.e. those who do not take a "summer vacation" from school).

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[1] There was only one sampling of the users of the Special Collections and the Allen and Wertheim Rooms. However, these samples were drawn from the applications which had been submitted during one full calendar year and thus the data should be fairly representative of all users. There were two surveys of letters received asking for reference information--one in the spring and one in the fall. An analysis of the data gathered in these two periods showed that there were no significant differences.

Table F-1

SEASONAL COMPARISON OF VOLUME
GENERAL USER

	Spring, 1968	Summer, 1968	Fall, 1968	Total
Head Count[a]	25,779	19,463	24,143	68,385
Number of Returned Questionnaires	8,579	4,980	5,978	19,537
% of Patrons Returning Questionnaires[b]	33.3%	25.6%	24.8%	28.6%

a This number was provided by the Libraries' staff for each room on every day of the survey.
b See discussion on page A-3 and footnote 5.

Patron Characteristics

In examining the patron status of respondents completing the questionnaire during the summer, a greater proportion of the users are faculty members or employed by private or non-profit firms, while substantially less are students. This is not surprising since students comprise a major part of the Libraries' clientele and many do not attend school during the summer months. The fall data indicate that there were fewer students using the Libraries than one might expect. This may be due to the fact that the spring sample was conducted near the end of the term when many assignments are due while the fall sample took place at the beginning of the term. In addition, the summer increase in use by individuals employed by a private company was maintained through the fall and the proportion of retired and unemployed people increased. Table F-2 presents these data.

Knowing the data on patron status, the changes in the academic level of users during the summer is not surprising. Just as there are proportionately less students, there are also proportionately less working toward a bachelor's degree. However, there are more students who do not strictly observe set academic terms--that is, more students are preparing for an advanced degree, as can be seen in Table F-3. This change is maintained through the fall sampling period presumably because that sampling occurred at the beginning of the fall academic term when many undergraduates are not yet making extensive use of the Libraries. The greater proportion of those expecting a degree in the category "None of these" during the summer sample may represent teachers who are taking

Table F-2

SEASONAL COMPARISON OF PATRON STATUS
GENERAL USER

	Spring, 1968	Summer, 1968	Fall, 1968
Student	44.6%	29.9%	32.4%
Faculty	4.8	9.3	7.2
Teacher	5.1	6.1	4.7
Employed by non-profit organization	4.9	6.1	2.9
Self-employed professional	9.2	10.2	10.8
Proprietor of own business	2.3	2.5	2.2
Employed by private firm	20.0	24.5	24.8
Retired or unemployed	4.0	3.4	7.2
Housewife	1.1	2.3	1.0
Armed Forces	0.2	0.3	0.5
Other	3.7	5.5	6.2*

* Includes "Government employee" which was a separate category on the fall questionnaire. Presumably these individuals circled "Other" on the questionnaires used in the other two periods.

Table F-3

SEASONAL COMPARISON OF DEGREE LEVELS
GENERAL USER

	Spring, 1968	Summer, 1968	Fall, 1968
Degree Held			
Doctorate	5.1%	8.8%	6.3%
Master' degree	18.9	17.9	16.4
Professional degree	6.5	6.4	7.1
Bachelor's degree	38.4	42.0	32.9
Associate degree	6.6	3.8	3.3
Other	24.4	21.1	34.0
No answer	13.9	11.6	3.1
Degree Expected (Students)			
Doctorate	16.2	12.8	21.3
Master's degree	19.4	31.5	22.3
Professional degree	6.7	7.1	6.4
Bachelor's degree	49.1	37.2	39.7
Associate degree	4.6	2.4	4.2
None of these	4.0	8.9	6.1

courses to obtain or maintain their certification but are not working toward a particular degree, as well as other individuals in education taking courses for professional interest.

The substantial increase for the fall in those holding some "other" degree--as shown in Table F-3--is at least in part due to the redesigning of the questionnaire. The original questionnaire gave as the final alternative to this question, "Degree below community college level." However, a number of individuals wrote in that they were high school students and could not answer the question because they had not yet earned any degree or diploma.[2] On the redesigned questionnaire, used during the fall sample, this alternative was reworded to read "None of the above." This gave more people the opportunity to respond to this question which is reflected in the increased number of patrons in the "Other" category and the decreased number of "No answers" during the fall period.

Table F-4 presents the seasonal comparison of student status. Among the students that are represented, a greater proportion indicate that they are part-time commuter students. This presumably reflects those individuals who are attending summer school either for remedial or enrichment programs, and is probably not limited to those who are full-time students during the regular school terms. For example, some of these people may be teachers during the school year who are taking courses to obtain or maintain their certification.

Table F-4

SEASONAL COMPARISON OF STUDENT STATUS
GENERAL USER

	Spring, 1968	Summer, 1968	Fall, 1968
Full-Time	84.6%	74.2%	-*
Part-Time	15.4	25.8	-*
Resident	24.6	19.5	-*
Commuter	75.4	80.5	-*

* This question was redesigned for the fall questionnaire and the data are not comparable.

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[2] High school students are not permitted to use The Research Libraries.

During the summer sample, a larger proportion of questionnaires was returned by respondents who live and work outside of New York State (including the New Jersey metropolitan area). This circumstance is shown in Table F-3 and perhaps is an indication that individuals who are visiting in New York during the summer months come to visit The New York Public Library Research Libraries. Unfortunately, the data does not distinguish the proportion of respondents (i.e. allowing for multiple response) falling into each residence category shown in the table.

Table F-3

SEASONAL COMPARISON OF PLACE OF RESIDENCE AND EMPLOYMENT
GENERAL USER

	Spring, 1968	Summer, 1968	Fall, 1968
Place of Residence			
New York City	76.2%	71.1%	74.8%
Metropolitan New York City*	16.3	15.8	15.5
Other New York State	1.2	0.8	0.8
Outside New York State	6.3	12.3	8.9
Place of Employment			
New York City	83.8	74.4	80.1
Metropolitan New York City*	8.0	11.0	9.2
Other New York State	1.0	1.0	1.4
Outside New York State	7.1	13.6	9.2

* Metropolitan New York City includes the following: Nassau, Suffolk, Westchester, Rockland, Orange, Putnam, Sullivan, Dutchess, Ulster, Columbia, Greene Counties (New York), metropolitan New York area of New Jersey.

Use of the Libraries

Since the typical patron who uses The Research Libraries during the summer months is somewhat different from the person visiting during the spring and fall, it is not surprising to find that there is also a difference in his purpose in coming to the Libraries. Reflecting the decrease in students, proportionately fewer patrons come during the summer to undertake academic work. Conversely, there are proportionately more individuals in every other purpose category, but particularly those pursuing individual research and personal interests. As noted previously, the number of students represented in the fall sample is not as great as one might anticipate. Mirroring this finding, the proportion of patrons in the fall whose purpose was to undertake academic work is not as high as in the spring. In addition, the continued rise in the proportion of patrons pursuing a specific project for their job, or seeking general material relating to their job, is evidence that the higher proportion of business use during the summer was maintained in the fall. Table F-6 shows these data.

Table F-6

SEASONAL COMPARISON OF PURPOSE [a]
GENERAL USER

Purpose of Visit	Spring, 1968	Summer, 1968	Fall, 1968
Academic [b]	55.3%	33.8%	42.2%
Specific Project [b]	15.8	18.8	20.3
General Interest [b]	10.3	12.3	13.6
Independent Research [b]	12.3	19.8	13.9
Personal Interest [b]	20.5	33.1	25.7

[a] Totals exceed 100% because of multiple responses.

[b] Actual wording of alternatives was: "To pursue academic work," "To undertake a specific project for my business, job or firm," "To locate general material related to my business, job, or professional (personal advancement, professional browsing, etc.)," "To pursue individual research not connected with my work for any institution or firm," and "To pursue a personal interest."

Table F-7 shows that in their use of the Libraries' collections, less summer patrons used books and monographs, pamphlets or microfilm, as well as the card catalog. Because no major category of materials was used more frequently during the summer months, these respondents utilized a smaller average number of types of materials than those visiting the Libraries during the spring and fall samplings. During the fall, the number of patrons using books and monographs, and periodicals continues to decline, while use of most other items increases.

Table F-7

SEASONAL COMPARISON OF TYPES OF MATERIALS USED*
GENERAL USER

	Spring, 1968	Summer, 1968	Fall, 1968
Books and monographs	62.0%	58.6%	55.4%
Government publications	7.8	5.1	7.9
Manuscripts	2.2	2.7	2.3
Maps	2.0	1.6	2.5
Microfilm	5.8	3.0	4.8
Music scores	2.0	2.7	0.9
Newspapers	6.9	5.6	4.7
Pamphlets	7.0	4.0	5.6
Periodicals	38.1	36.8	33.6
Phonograph records	0.9	1.2	1.3
Photographs	0.9	0.7	0.6
Pictures and prints	2.3	2.2	2.5
Posters and playbills	0.9	1.0	0.5
Card catalog	49.2	40.1	43.3

* Totals exceed 100% because of multiple responses.

In seeking assistance from the Libraries' personnel, fewer patrons during the summer asked for guidance on where to find appropriate materials, while more needed advice on how to find appropriate listings. These data are presented in Table F-8.

Table F-8

SEASONAL COMPARISON IN SEEKING STAFF ASSISTANCE[a]
GENERAL USER

Use of Staff	Spring, 1968	Summer, 1968	Fall, 1968
Guidance [b]	52.1%	46.9%	52.3%
Advice [b]	14.9	20.2	14.2
Help [b]	19.6	20.8	19.4
Specific Question [b]	22.8	20.5	19.1
Other [b]	22.8	24.6	20.6

[a] Totals exceed 100% because of multiple responses.

[b] Actual wording of these alternatives was: "Guidance on where to find the materials appropriate to your subject," "Advice on how to find listings of appropriate material," "Help in using the card catalog, other guides (indices, abstracts, etc.)," "The answer to a particular reference question," and "Some other assistance."

Table F-9 indicates that respondents from the summer months were less likely to try other libraries for the needed materials than those coming during the spring and fall, but were more likely to try interlibrary loan. However, those who had tried another library were slighty less likely to have been to a public library in New York City and adjacent counties. In view of the fact that fewer questionnaires were returned in the summer from users who live and work in the New York area, it is not surprising to find that more users had tried to find materials at libraries outside of New York City. With the decrease in the number of students using the Libraries, it is not unexpected that fewer patrons had tried college libraries before coming to The New York Public Library Research Libraries in the summer, and that more had tried specialized libraries.

During the fall sample, the tendency to use public libraries outside of New York City prior to coming to The Research Libraries continues, and the use of college libraries declines even further.

Patrons during the summer are more likely to come in the morning and less likely to come in the evening than those using the Libraries during other seasons. As Table F-10 shows, they also come for a shorter time--a trend which is even more accentuated in the fall survey. This may be related to the purpose of one's visit and may, at least in part,

Table F-9

SEASONAL COMPARISON OF PREVIOUS USE OF LIBRARIES
GENERAL USER

	Spring, 1968	Summer, 1968	Fall, 1968
Tried Another Library	39.3%	30.0%	35.2%
Tried No Other Library	60.7	70.0	64.8
Tried Interlibrary Loan	8.7	14.5	8.8
Did Not Try Interlibrary Loan	91.3	85.5	91.2
Public Libraries[a]			
New York City	48.7	45.6	46.7
New York Counties[b]	6.1	5.7	4.9
Other New York State	0.5	5.8	5.8
Connecticut	0.4	0.4	1.2
New Jersey	6.2	9.3	9.4
Special Libraries[a]			
College	50.0	46.5	36.6
Community College	1.6	1.8	2.6
Business	2.2	2.7	2.8
Medical, Law, Other Special Libraries	3.9	11.5	3.9
Unspecified Others[a]	13.4	14.2	15.5

a Total of these three categories exceeds 100% because of multiple responses.

b New York counties included: Nassau, Suffolk, Westchester, Rockland, Orange, Putnam, Sullivan, Dutchess, Ulster, Columbia, and Greene.

explain the fact that summer and fall patrons use fewer types of materials (on the average). However, for the summer data, these findings on length of visit are probably partially dependent on weather conditions.

Table F-10

SEASONAL VARIATIONS IN TIME AND LENGTH OF VISIT
GENERAL USER

	Spring, 1968	Summer, 1968	Fall, 1968
Time of Arrival			
Morning	31.4%	36.9%	30.6%
Afternoon	55.2	54.6	58.8
Evening	13.4	8.5	10.6
Length of Visit			
0-15 minutes	1.6	3.1	1.5
15-60 minutes	17.3	22.6	26.9
1-2 hours	29.9	27.8	31.2
2-4 hours	34.9	28.7	28.9
4 hours or more	16.2	17.9	11.4

THE PHOTO WALK-IN SUMMER PATRON

The patron who uses the photo walk-in service in the summer is virtually identical to the patron using it at the other times that were sampled. There is a trend in the data which appears to be based on the fact that students don't generally go to school in the summer. However, it should be noted that in each survey period the samples are small and therefore somewhat unreliable. In addition, the percentage differences are usually not great and this data should, therefore, be viewed with caution.

Patron Characteristics

During each succeeding sampling period, the respondent was somewhat more likely to have filled out a questionnaire previously. This, of course, indicates that to a certain extent the users of the photo walk-in services are regular patrons. The data appear in Table F-11.

Table F-11

SEASONAL COMPARISON OF PREVIOUS RESPONDENT
PHOTO WALK-IN

	Spring, 1968	Summer, 1968	Fall, 1968
Had completed questionnaire before	6.8%	10.4%	11.6%
Had not completed questionnaire before	93.2	89.6	88.4

Tables F-12 and F-13 present data on student status and degree levels. The photo walk-in summer patron is less likely to hold an associate degree or above. If he is a student, he is more likely to be commuting to school and less likely to be attending full-time. This trend is not surprising since most students, whether they are taking courses for a degree or not, do not attend school full-time in the summer.

Table F-12

SEASONAL COMPARISON OF STUDENT STATUS
PHOTO WALK-IN

	Spring, 1968	Summer, 1968	Fall, 1968
Full-time	88.5%	70.5%	—*
Part-time	11.5	29.5	—*
Commuter	30.8	46.7	—*
Resident	69.2	53.3	—*

*This question was redesigned for the fall sample and is not comparable.

Table F-13

SEASONAL COMPARISON OF DEGREE LEVELS
PHOTO WALK-IN

Degree Held	Spring, 1968	Summer, 1968	Fall, 1968
Doctorate	12.5%	10.4%	9.5%
Master's degree	23.2	25.2	22.9
Professional degree	9.2	8.9	10.3
Bachelor's degree	37.9	34.1	34.0
Associate degree	4.3	0.7	8.4
Other	12.8	20.7	14.9

Use of the Photo Walk-in Service

Since fewer summer patrons are working toward specific academic degrees, it is not surprising that less cite their purpose as "academic." If he is a student, the summer user is less likely to be preparing for a specific degree. This probably reflects the fact that many students in summer school--particularly if they work in the field of education--take courses for professional interest and/or advancement (i.e., not for a specific degree). Tables F-14 and F-15 present the data.

Table F-14

SEASONAL COMPARISON OF PURPOSE
PHOTO WALK-IN*

	Spring, 1968	Summer, 1968	Fall, 1968
Academic	32.0%	26.7%	38.8%
Specific Project	41.9	43.2	38.5
General Interest	9.6	11.0	8.3
Independent Research	12.2	15.1	10.1
Personal Interest	15.6	11.6	13.7

* Totals exceed 100% because of multiple responses.

Table F-15

SEASONAL COMPARISON OF ACADEMIC PURPOSE OF STUDENTS AND FACULTY PHOTO WALK-IN

	Spring, 1968	Summer, 1968	Fall, 1968
Teaching	4.7%	3.6%	2.9%
Non-degree research	28.2	34.5	27.6
Ph.D preparation	20.0	18.1	22.8
Professional preparation	0.0	1.8	1.9
Master's preparation	14.1	10.9	12.4
Bachelor's preparation	10.6	3.6	10.5
Junion College work	3.5	0.0	3.8
None of the above	18.8	27.3	18.1
All degree preparation	48.2	34.4	51.4
All advanced degree preparation	34.1	30.8	37.1

THE PHOTO MAIL SUMMER AND FALL PATRONS

A few variations appear both in the summer and fall results concerning the patron and his use of the photo mail service. In contrast to the general user and the photo walk-in service results, these differences do not seem to be related to the fact that students aren't in school during the summer. This is not surprising when one remembers that the bulk of photo mail users are from the business world rather than the academic community.

As with the data from the photo walk-in survey, it should again be noted that the samples for each survey period are small and therefore somewhat unreliable. Since the percentage differences presented here are also moderate, the trends discussed must be viewed with caution.

Patron Characteristics

Patrons from the fall sample differ slightly from those who responded during the spring and summer surveys in that they are less likely to hold an advanced degree and more likely to hold a bachelor's degree. In addition, proportionately more of the fall users are employed by the government and non-profit companies while less are working for business firms. Tables F-16 and F-17 present these data.

Table F-18 details the seasonal comparison of previous respondents to the photo mail service. As with the photo walk-in patrons, respondents

Table F-16

SEASONAL VARIATION IN ACADEMIC LEVEL
PHOTO MAIL

	Spring, 1968	Summer, 1968	Fall, 1968
Doctorate	27.0%	28.1%	27.9%
Master's degree	30.3	29.6	22.1
Professional degree	14.2	13.3	13.9
Bachelor's degree	23.4	22.6	33.2
Associate degree	1.5	3.3	0.4
Lower degree	3.6	3.0	2.5

Table F-17

SEASONAL VARIATION IN PATRON STATUS
PHOTO MAIL

	Spring, 1968	Summer, 1968	Fall, 1968
Education[a]	11.3%	13.0%	9.8%
Non-profit organization or government[b]	6.3	5.1	15.0
Private business[c]	80.6	80.1	73.2
Retired or unemployed	0.4	0.0	0.8
Housewife	1.1	0.7	0.8
Armed Forces	0.0	0.0	0.4
Other	0.4	1.1	0.0

[a] Includes Student, Faculty and Schoolteacher.

[b] Includes Employed by non-profit firm, Government employee.

[c] Includes Self-employed professional, proprietor of own business, employed by private firm.

in each succeeding survey period were somewhat more likely to have filled out a questionnaire previously. This shows that users of the photo mail service tend, to a certain extent, to be regular patrons.

Table F-18

SEASONAL COMPARISON OF PREVIOUS RESPONDENT PHOTO MAIL

	Spring, 1968	Summer, 1968	Fall, 1968
Had completed questionnaire before	4.6%	12.6%	13.1%
Had not completed questionnaire before	95.4	87.4	86.9

Use of the Photo Mail Service

During the summer sampling period, usage of the photo mail service differed slightly from the other two times the survey was conducted. More respondents indicated that they were pursuing information on a specific question related to their job, in a general field related to their job or for academic use. In addition, more individuals in each succeeding survey period had tried other libraries prior to sending their request to The Research Libraries, and more summer respondents indicated that the reason they used these collections was because the materials were available. Fewer respondents in the fall survey used the photo mail service because it was faster or more convenient than obtaining the needed materials elsewhere. Tables F-19, F-20 and F-21 present these data.

Table F-22 indicates that in succeeding time periods over the entire survey, the frequency of photo mail usage by individual patrons declined. More respondents in the fall were making their first use of the mail service than earlier, while others indicated that they used this service less often than those who completed the questionnaire distributed in the spring. This may indicate a trend in the annual pattern of use, but may also mean that regular patrons did not complete a questionnaire every time they received one.

Table F-19

SEASONAL COMPARISON OF PURPOSE *
PHOTO MAIL

	Spring, 1968	Summer, 1968	Fall, 1968
Research and development project for job	73.9%	73.9%	72.2%
Specific question related to job	15.1	22.8	16.9
General material related to job	10.9	14.7	12.9
Academic work	7.7	11.0	12.1
Individual research	4.9	4.0	3.6
Personal interest	3.2	3.3	4.8

* Totals exceed 100% because of multiple responses.

Table F-20

SEASONAL COMPARISON OF PREVIOUS USE OF OTHER LIBRARIES
PHOTO MAIL

	Spring, 1968	Summer, 1968	Fall, 1968
Had tried another library	37.2%	42.6%	48.0%
Had not tried another library	62.8	57.4	52.0

Table F-21

SEASONAL COMPARISON OF REASON THIS COLLECTION WAS USED*
PHOTO MAIL

	Spring, 1968	Summer, 1968	Fall, 1968
Only library holding material	15.8%	14.5%	15.1%
Only library where material available	23.4	28.6	31.5
Needed own copy	27.0	24.4	29.7
Service is faster	45.3	42.0	34.2
Service is less expensive	5.0	6.9	7.3
Service is more convenient	46.8	42.0	32.9

* Total exceeds 100% because of multiple responses.

Table F-22

SEASONAL COMPARISON OF FREQUENCY OF LIBRARY USE
PHOTO MAIL

	Spring, 1968	Summer, 1968	Fall, 1968
First or second visit	10.1%	15.3%	26.3%
Daily or several times a week	15.2	6.3	5.5
Weekly or several times a month	30.5	32.6	27.2
About once a month	[illegible]	[illegible]	20.7
Less	14.2	22.0	20.3

END 7·3